Indian Institute of Management Indore

Executive Post Graduate Program in E-GOVERNANCE

2013-14

Title of the Course: Procurement for e-Governance Projects   **Credits:** (15)

Lectures

credit =3

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COURSE DESCRIPTION

Most e-Governance projects are implemented using the resources and skill sets available in the private sector. The successful implementation of a project is dependent upon the private partner selected and terms and conditions governing the engagement. Resources working in the field of e-Governance have to be well informed about:

a) Conceptualization of a project (e.g. conceptualizing functional and geographical scope, investments required, foreseen benefits, preparation of Detailed Project Report)
b) Define project requirements (e.g. Functional Requirements Specifications and Technical specifications)
c) Service levels and associated liquidated damages and penalty (e.g. system up time, timely implementation of the system, timely delivery and installation of hardware and page loading time)
d) Business model & payment terms (e.g. milestone based payment and maintenance payments paid on a quarter on quarter basis)
e) Legal terms (e.g. Limitation of Liability, consequential damages, indemnity clauses, risk purchase and termination)
f) Different procurement methods (e.g. single cover, two cover, Quality and Cost Based Selection, Expression of Interest route, BOOT and BOO)
g) Tender evaluation and award of contract procedures (e.g. committee formation, associated documentation, letter of intent, performance bank guarantee and contract)
h) Contract management (e.g. translation of RFP requirements, payment management, 3rd party audit and SLA management)

COURSE OBJECTIVES

This course is designed to provide rich insights on key activities associated with procurement of e-Governance projects:

a) Knowledge to prepare Detailed Project Reports (DPR)
b) Review and provide feedback on Request for Proposal (RFP)
c) Understand key components of RFP
d) Handle bid process management and award of contract procedures
e) Understand the challenges in e-Governance implementation

PEDAGOGY

a) Class room sessions wherein the audience will be explained key Request for Proposal (RFP) related concepts. The faculty will provide live examples to illustrate the concepts

b) An exercise wherein students (as group work) will get to draft and review vision statement for e-Governance projects

c) Critical review of RFP, wherein audience will be sub-divided into groups and asked to provide their feedback on a draft RFP.

d) Case study on Service Level Agreement (SLA) definition

e) Quiz conducted to reinforce key learning points

EVALUATION

Class room Exercises	:	**50%**
Review of a Sample RFP (15%)		
Participation in Bid Process Management (15%)		
Preparation of Vision Statement (10%)		
Case study on SLA Definition (10%)		
Technical Presentation (Individual)	:	**25%**
Response to Quiz	:	**25 %**

SCHEDULE OF SESSIONS:

Module 1:   Conceptualizing e-Governance Projects

Module Objective(s):

a) e-Governance Life Cycle

b) Procurement Life Cycle

c) Defining Vision for e-Governance project

d) Detailed Project Report

e) Governance mechanism required for implementation of e-Governance Projects

f) Importance of regulatory requirements

Sessions 1	Introduction to the Course
Readings:	Power Point Presentation

Session 2	Conceptualizing e-Governance Projects
Readings:	A Sample Detailed Project Report (DPR) will be shared

Session 3	Defining e-Governance Vision
Readings:	A sample set of vision statements from few e-Governance projects
Case:	Students will be asked to prepare a Vision statement (as group work) and such vision statements will be reviewed by all members of the class

Module 2: Key Components in Request for Proposal

Module Objective(s):

a) To explain key components of Request for Proposal
   - Functional Requirements Specifications (FRS)
   - Hardware requirements
   - Deployment architecture
   - Implementation plan
   - Key legal terms
   - Defining bid evaluation criteria
b) Introduction to cost components in e-Governance projects
   - Different cost categories in a typical e-Governance project
   - Approach for preparation of cost estimates
c) Development of business model for e-Governance projects
d) Define Service Level Agreement

Session 4	Request for Proposal – Part One
Readings:	Power Point Presentation covering the following subjects:
	a) Functional Requirements Specification
	b) COTS vs. Custom Development vs. Cloud / SAAS
	c) Hardware Requirements
	d) Technical Requirements
	e) Deployment architecture
	f) Implementation plan
Case:	A sample RFP will be shared with the students for review

Session 5	Introduction to Cost Components
Readings:	Power Point Presentation covering the following subjects:
	a) Introduction to categories of e-Governance projects (e.g. application development, Infrastructure, service delivery..) and their features
	b) Introduction to e-Governance project lifecycle
	c) Introduction to costs and investments needed in e-Governance project creation and operations
	d) Approach for preparation of project cost estimates

Session 6	Request for Proposal – Part Two
Readings:	Power Point Presentation covering the following subjects:
	a) Defining evaluation criteria
	○ Pre-qualification
	○ Technical
	○ Commercial
	b) Acceptance Testing (FAT)
	c) Forms

Session 7 Case:	Review of Request for Proposal Students sub-divided into groups will be asked to make a presentation on their review findings of the sample RFP; following by discussions

Session 8 Readings:	Key Legal Terms and Bid Process Management Power Point Presentation covering the following subjects: a) Explanation of key legal terms b) Pre-bid responses c) Evaluation of proposals

Session 9 Readings:	Business Model Development for e-Governance Projects Power Point Presentation covering the following subjects: a) Scope and characteristics of application software related projects b) Strategic considerations for selection of a business model for application software related projects c) Business model options and evaluation of options for application software related projects

Session 10 Readings:	Service Level Management Power Point Presentation covering the following subjects: a) Introduction to Service Levels/Key Performance Indicators b) Introduction to Service Level Management Lifecycle c) Challenges in definition of SLA/KPIs d) Considerations in definition of SLAs/KPIs e) Illustrative SLAs/KPIs for e-Governance projects

Session 11 Readings Case:	Service Level Management – Case Analysis A teaching case study on SLA preparation will be shared Students will be required (as group work) to answer the questions listed in the case and their answers will be analyzed and discussed

Module 3: Bid Process Management & Contract Management

Module Objective(s):

a) Insights about the procedure typically adopted by bidding entities for responding to e-Governance procurement opportunities
b) Role of a Consultant in procurement of e-Governance project
c) Contract Management

Session 12 Readings:	Bidder's View of Procurement and Role of Consultant Power Point Presentation covering the following subjects: a) Insights about the procedure typically adopted by bidding entities for responding to e-Governance procurement opportunities b) Role of a Consultant in procurement of e-Governance project

Session 13   Contract Management
Readings: Power Point Presentation covering the following subjects:
  a) Introduction to Contracts in e-Governance Projects
  b) Contents of a typical e-Governance Project
  c) Common types of contracts in e-Governance projects
  d) Contract Preparation: Relationship between project structuring and contract (PPP, Government Owned etc)
  e) Contract Finalization and Signing
  f) Contract Execution (Contract Monitoring and SLA Management)

Module 4:   Technical Presentation and Examination

Sessions14& 15
  a) Students will be asked to identify a subject of their choice and make a 5 minute presentation on the same, which will be followed by discussionswith the faculty
  b) All students will be asked to fill out their answers to a question paper (quiz) with multiple choice answers