

**❖ DIGIT**

# **Partnership Guidelines**



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*Last updated on 22 Aug 2024*

## Definitions

- (a) **“DIGIT Partner”** is such an organization who has satisfied all criteria and guidelines, accepted the terms and conditions as prescribed in this Program guide and signed a partnership agreement with DIGIT/eGov Foundation to formalize the relationship.
- (b) **“Platform”** means a set of open-source, configurable, extendable, modular components with high reusability and complementarity.
- (c) **“DIGIT Core”** is a public service delivery and governance platform that enables any government or non-government agencies to build and deliver public services to citizens in an efficient, inclusive, and transparent manner. DIGIT is recognised as a digital public good, as certified by the DPGA. All of the DIGIT Platforms’ services and applications have been detailed in **Annexure I**.
- (d) **DIGIT Urban** is an Urban Governance Platform built on top of DIGIT Core. It enables urban governments and their agencies to build solutions for urban governance.
- (e) **DIGIT Sanitation** Platform ensures the traceability of waste by enabling the ecosystem with digital standards for sanitation, the chain of custody, and actionable data to move habitats towards zero untreated waste
- (f) **DIGIT Health** platform is being built as an open source Digital Public Good to expand capabilities in public health. It is being designed to work across countries at varying levels of capacity and complexity.
- (g) **DIGIT Public Finance** Platform is an open-source fiscal information exchange (iFIX). The platform enables connected applications to exchange standardized fiscal events e.g. Demand, Receipts, Bills, and Payments. The fiscal event consists of attributes explaining the details of why, who, what, where and when it happened.
- (h) **“Client”** includes national, regional, and local governments and other governmental and statutory bodies for whom the Platform will be implemented by the Partner.

## The DIGIT Partner Program (DPP)

eGov Foundation (“eGov”) is the primary contributor of the DIGIT platform, and makes the open-source DIGIT platform freely available on GitHub. The DIGIT Partner Program (DPP) is designed to help stakeholders connect with DIGIT, and become part of an ecosystem invested in building citizen service delivery and governance platform - DIGIT. DIGIT enables ease of access to services for citizens, ease of coordination for employees & vendors, ease of decision-making and governance for administrators and ease of policy-making for policymakers & researchers.

In order to create a sustainable impact at scale, eGov taps into the collective energy of the ecosystem to enact enabling policies, understand local needs, and to build capacity to solve systemic problems locally & at scale. The DPP helps create, build, and sustain relationships with stakeholders in an ever-expanding industry of digital technology. It will be supported by a robust and systematic framework that will open up opportunities for knowledge transfer and community events, including training, webinars, and conferences. It will also help stakeholders submit requests to enable and augment platform releases through timely interventions such as bug fixes.

Through this DPP Guide, we invite potential ecosystem players to join hands with us. This document provides all the information and guidelines on the process to be listed as a DIGIT Partner. It also includes details on a host of benefits that partners are privileged to enjoy as part of the DPP, once they are successfully enlisted.

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## Actors of DIGIT Partner Ecosystem

There are three types of players in the ecosystem that we believe are important to work in sync to catalyze the achievement of sustainable development goals using digital public goods (DPGs). These are:

1. **Governments (Sarkaar)** along with various domain experts, researchers and academics, and public policy institutions collaborate on policy and institutional frameworks to enable solutions to be built at scale and in a sustainable manner. State governments are the key players that enable the rest of the ecosystem to implement, achieve platform-enabled governance transformation.
2. **Civil Society Organisations (Samaaj)** help improve inclusivity & ease of access to citizen services for disadvantaged & marginalized groups. They either serve the end beneficiaries (e.g. community-based orgs, NGOs) or are beneficiary groups themselves. These players also bridge the communication gaps among governments, citizens, and market players. The civil society organizations can also explore enhancing their own programs using DIGIT, its digital blocks and services.
3. **Market players (Bazaar)** leverage platforms and DPG-based approaches to participate in markets, implement programs and/or build new solutions to create value. In our context, market players also include technology stack providers enabling the development of platforms and DPGs; system integrators building solutions for implementation; and project/program management firms or consulting organizations supporting governments in effective and efficient program implementation.

Currently, the DIGIT Partner Program guide caters to Market players only.

*Please Note: These guidelines and requirements will be periodically reviewed. All DIGIT Partners are required to satisfy updated requirements in order to remain empaneled regularly.*

## DIGIT Partner Program Benefits

### Branding, and Marketing Visibility

1. Ability to use the DIGIT logo, in line with usage guidelines.
2. Listing, with name, contributions and capabilities, on DIGIT's website (under '[Partners page](#)').
3. Global visibility through information-sharing with governments and other stakeholders.
4. Avenues to publish success stories on DIGIT's communication channels (newsletters, impact stories, case studies, etc) for global audiences as deemed appropriate.
5. Invitation to present at conferences hosted by eGov or where eGov/DIGIT participates as opportunities arise.

### Go-To-Market Support

1. Discovery and visibility of DIGIT market opportunities (DIGIT RFPs/tenders).
2. Support in DIGIT Demos to prospective clients and resolve queries.
3. Support to pursue new market opportunities for co-creating new applications and solutions on DIGIT.

### Platform Support

1. Priority on-demand support for program members by eGov Subject Matter Experts (SMEs).
2. eGov will support the last release version versions 'n' and the latest LTS Version (Long Term Support Version) of the Platform services. Each service follows a major.minor.patch version number (based on Semantic Versioning standards - <https://semver.org/>).
3. Opportunity to build versions for evaluation for potential platform integration.

## Training, Enablement, and Documentation

1. Enabling resources of program members on best practices of setup and maintenance of the infrastructure, basic DIGIT configuration, customization of its services, UI & dashboard reports; data migration process and master data preparation; integrations or extensions (in the form of APIs, UI framework, workflow, and payment gateways); building new solutions on top of the Platform.
2. Access to [DIGIT Academy](#) for continuous training needs of partners' resources.
3. Priority access to DIGIT SMEs, and architects, for training and enablement on program, product and platform, based on need and availability.
4. Priority Support for bug fixes and additional features can be requested to be incorporated in a later version of the DIGIT platform if found most sought after.

## Open Community Support

1. Collaboration on the creation of open standards and open projects on DIGIT platform.
2. Network of DIGIT Community volunteers to support programs, policies and platform development.

## DIGIT Partner Program Requirements - 2023

As an overarching principle, partners are expected to have a DIGIT-trained team that can demonstrate niche capabilities and unique offerings.

### General Qualifying Criteria

Partners must meet the following qualifying criteria:

1. Partners should not be blacklisted on any identified database or by any country. The onboarded status will be automatically canceled if the partner is blacklisted anywhere at any point in time.
2. Adherence to MIT License is mandatory.

### Partnership Criteria

An Interested market player is required to demonstrate the following capacities and capabilities to sign up the DIGIT partnership program:

1. Create a cross-functional team that is trained/certified in customization, implementation, integrations, deployment, testing, operations, training, and audit, and providing post-deployment support of DIGIT platform and its application within 6 months of onboarding as DIGIT Partner.
2. Prior experience in implementing large-scale Programs for governments, to reinforce partner credibility among stakeholders.



## Terms and Conditions for DIGIT Partners

DIGIT Partners may negotiate specific commercial terms with their clients. However, DIGIT Partners must communicate their relationship and agreement with eGov to their clients. Accordingly, DIGIT Partners must ensure that the following conditions are met in the case of commercial agreements with their clients:

1. DIGIT Partners shall not represent or promise warranties on behalf of DIGIT or eGov Foundation.
2. DIGIT Partners shall not commit to any obligations on behalf of DIGIT or eGov Foundation.
3. DIGIT or eGov Foundation will not be liable for any actions or inaction by the DIGIT Partner.
4. DIGIT Partners shall indemnify DIGIT for any claims related to its actions in its capacity as a DIGIT Partner.
5. Partner shall facilitate training of their internal teams on DIGIT.
6. DIGIT Partner must include a direct attribution to eGov/ DIGIT in any reference to the Platform.
7. The partner shall ensure that the solution or applications developed and implemented using DIGIT shall have a label stating 'powered by DIGIT'.
8. The Partner shall notify eGov,
  - a. of the on-boarded client within 7 (Seven) of onboarding.
  - b. of any new application/solution developed or implemented using DIGIT
9. The Partner shall assist eGov on a need basis with collecting, storing, analyzing, and using data not containing any personally identifiable information for matters related to the functioning of the Platform, completion of assignments, and eGov's business needs which include, without limitation, usage and performance of the Platform, maintenance schedules, benchmarking studies, and development purposes.

## The Process to Register as a DIGIT Partner

1. Interested potential partners may write to [partner@egovernments.org](mailto:partner@egovernments.org) with the intent to engage or submit an inquiry on our [partners' webpage](#).
2. Interested partners showing intent will be assumed to have read the DIGIT Partner Program guidelines and agrees to the terms and conditions.
3. Following an evaluation of the engagement request, eGov Partnership team will guide on registering as a DIGIT Partner.
4. At this juncture, potential partners will need to submit proof of their compliance with the guidelines outlined in this document.
5. A panel from eGov will then conduct a complete review and provide necessary approval if the potential partner is found compliant.
6. The potential partner must then sign a partnership MoU with eGov Foundation to formalize the relationship.
7. Finally, the potential partner will be acknowledged as a DIGIT Partner and will be officially eligible to avail of the benefits listed in the Partner Program 'Benefits' section.

*Please Note: The agreement will be incorporated by referencing this Program Guide, which may be updated from time to time. Once made available, every DIGIT Partner must comply with the prevalent version of the Program Guide. Failure to comply with any of the terms of the agreement will result in all benefits being withdrawn.*

## ANNEXURE I - DIGIT Platform Services, Applications, and Documentations

### Platform Documentation:

All the detailed documentation for the platform and its applications including configuration & customization guides, implementation guides, functional specs, setup guides & best practices can be browsed from <https://docs.digit.org/>. Platform and domain-Specific documentation is available below :

1. Core Platform Documentation: <https://core.digit.org/>
2. Urban Documentation: <https://urban.digit.org/>
3. Health Documentation: <https://health.digit.org/>
4. Sanitation Documentation: <https://sanitation.digit.org/>
5. Public Finance Documentation: <https://pfm.digit.org/>
6. Works Documentation: <https://works.digit.org/>
7. DIVOC Documentation: <https://divoc.digit.org/>

### Platform Services:

The platform microservices consist of fundamental building blocks of reusable APIs and libraries. The detailed list of all DIGIT services are available on <https://docs.digit.org/welcome-aboard/core-services> and platform/domain specific services on:

1. Core Services: <https://core.digit.org/master/platform/services>
2. Urban Services:  
<https://urban.digit.org/ecosystem/digit-pre-sales-toolkit/digit-services>
3. Health Services: <https://health.digit.org/platform>
4. Sanitation Services: <https://sanitation.digit.org/platform/services>
5. Public Finance Services: <https://pfm.digit.org/platform/services>
6. Works Platform Services:  
<https://works.digit.org/platform/platform-services>
7. DIVOC Services: <https://divoc.digit.org/>

### Platform Applications:

Multiple Platform Services come together to build functional solutions that can be assembled to achieve the goals of various programs. The list of all applications available on the DIGIT can be browsed from <https://docs.digit.org/welcome-aboard/applications> and domain specific applications from:

1. Urban Apps: <https://urban.digit.org/products/modules>
2. Health Apps: <https://health.digit.org/product>
3. Sanitation Apps: <https://sanitation.digit.org/products>

4. Public Finance Apps: <https://pfm.digit.org/exemplar>
5. Works Platform Apps: <https://works.digit.org/products>
6. DIVOC Apps: <https://divoc.digit.org/>
7. mGramSeva App: <https://mgramseva.digit.org/>

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