

GOVERNMENT NOTICE No. 75 published on 7/2/2020

THE e-GOVERNMENT ACT

(NO. 10 OF 2019)

REGULATIONS

(Made under section 60)

THE e-GOVERNMENT GENERAL REGULATIONS, 2020

Regulation

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THE e-GOVERNMENT ACT

(NO. 10 OF 2019)

REGULATIONS

(Made under section 60)

THE e-GOVERNMENT GENERAL REGULATIONS, 2020

PART I
PRELIMINARY PROVISIONS

- Citation **1.** These Regulations may be cited as the e-Government General Regulations, 2020.
- Interpretation **2.** In these Regulations, unless the context requires otherwise –
- Act No. “Act” means the e-Government Act;
10 of 2019 “Authority” means the e-Government Authority established under section 4 of the Act;
 “Board” means the Board of Directors of the e-Government Authority established under section 7 of the Act;
 “Committees” means the National e-Government Steering Committee, e-Government Technical Committee and Institutional ICT Steering Committee;
 “data dictionary” means a set of information describing the contents, format, and structure of a data and the relationship between its elements, used to standardize and control access to and manipulation of the data;
 “data integration” means the routing of data from multiple disparate sources (databases, systems, applications) into a single system or platform within or across public institutions;
 “data repository” means a central place where data of a public institution is stored and managed;
 “data owner” means the public institution that created the original data for a specified portfolio or discipline;

“Disaster Recovery Plan or in its acronym “DRP” means a documented, structured approach with instructions for responding to unplanned incidents that impacts e-Government services offered by public institutions;

“electronic data” means information that has been prepared or acquired and managed by a public institution within the scope of its duties and that has been processed by digital means to be expressed in codes, letters, sound, images, objects or any other mode;

“gateway” means computer network component that enables two or more discrete networks to communicate;

“home grown solutions” mean an ICT solutions or systems developed by Tanzanian citizens based in Tanzania;

“ICT Management Unit” means an ICT Management Unit established in terms of Section 21 of the Act;

“Institutional ICT Steering Committee” means the Institutional ICT Steering Committee established in terms of section 18 of the Act;

“interconnection services” means the set of legal rules, technical and operational arrangements between network operators that enable customers connected to one network to communicate with customers of other network;

“middleware” means software that facilitates exchange of data between two application programs within the same environment or across different hardware and network environments;

“Minister” means the Minister responsible for e-Government;

“Ministry” means the Ministry responsible for e-Government;

“National e-Government Steering Committee” means the National e-Government Steering Committee established under section 16 of the Act;

“open interface” means a point where systems, whether hardware or software, can interact or accept inputs from other systems;

“open source based software” means a software whose source code is publicly accessible and can be modified and shared;

“primary data” means the original data created by a public institution for a specified portfolio or discipline;

“Secretary” means the Secretary to the Board, designated as such in terms of Section 7(4) of the Act;

“Service Level Agreement or in its acronym “SLA” means an agreement between a public institution and service

provider that defines the level of services expected from service provider lying out the metrics by which service is measured, and remedies for not meeting the agreed service standards the provider is obligated to meet;

“shared Government infrastructure” means a Government ICT resource for use by public institutions collaboratively under specified terms and conditions;

“shared services” means generic services that are jointly used by public institutions in different business processes of various public institutions;

“supporting processes” means processes whose sole purpose is to ensure the proper functioning of the core processes;

“support desk” means a unit or section or designated personnel within a public institution that is responsible for providing assistance or support on all technical matters related to e-Government delivery;

“technology neutral solutions” means solutions which are not tied with a specific technology; and

“vendor neutral solutions” means solutions of a vendor that are compatible and inter-operable severally with other vendor’s solutions.

PART II

MANAGEMENT AND OPERATIONS OF e-GOVERNMENT

(a) Conduct of business of Committees

Convening
of meetings
of National
e-
Government
Steering
Committee

3. The Chairman of the National e-Government Steering Committee shall, on such date, time and place, convene meetings of the Committee, and the Secretary shall issue to each member of the Committee, seven days’ prior notice specifying the agenda, date, time and place of meeting

Quorum

4.-(1) Two-third of the members of the National e-Government Steering Committee shall constitute a quorum for a meeting of the Committee.

(2) In the absence of the Chairman, the Committee members present at the meeting shall elect one of the members to act as Chairman for that meeting.

(3)The National e-Government Steering Committee may co-opt persons from within or outside the Government to provide expertise in particular area of e-Government, and such person shall have no right to vote.

Submission
of reports to
Minister

5. The National e-Government Steering Committee shall prepare semi-annual report of its deliberations and submit a copy to the Minister.

Establishment
of e-
Government
Technical
Committee

6.-(1) Subject to section 17 of the Act, there is established the e-Government Technical Committee which shall be composed of the following members appointed by the Minister:

- (a) the head of ICT from the Ministry who shall be the Chairman;
- (b) a head of ICT nominated from each of the following:
 - (i) Prime Minister's Office;
 - (ii) ministry responsible for finance;
 - (iii) ministry responsible for local government;
 - (iv) ministry responsible for communication;
 - (v) ministry responsible for agriculture;
 - (vi) ministry responsible for health;
 - (vii) ministry responsible for lands;
 - (viii) ministry responsible for industry and trade;
 - (ix) ministry responsible for education;
 - (x) ministry responsible for National defense;
 - and
 - (xi) ministry responsible for water;
- (c) a head of department of the Authority responsible for:
 - (i) e-Government compliance and security management;
 - (ii) e-Government infrastructure and operations; and
 - (iii) e-Government service management;
- (d) a head of ICT from each of the following institutions-
 - (i) Government Security Office;
 - (ii) Tanzania Communication Regulatory Authority;
 - (iii) Tanzania Revenue Authority;
 - (iv) representative of government higher learning institutions;
 - (v) Bank of Tanzania;
 - (vi) National Identification Authority;
 - (vii) Registration, Insolvency and Trusteeship

- Agency;
(viii) Tanzania Immigration Department; and
(ix) Business Registration and Licensing Agency.

(2) The e-Government Technical Committee may co-opt persons from within or outside the Government, and such person shall have no right to vote.

Convening of meetings of e-Government Technical Committee

7.-(1) The Chairman of e-Government Technical Committee shall, on such date, time and place, convene meetings of the Technical Committee.

(2) Pursuant to sub-regulation (1), the Secretary of the e-Government Technical Committee shall issue to each member, a seven days' prior notice specifying the agenda, date, time and place of meeting.

Quorum of e-Government Technical Committee

8.-(1) Two-third of the members of the e-Government Technical Committee shall form a quorum for a meeting of the e-Government Technical Committee.

(2) In the absence of the Chairman, the members present at the meeting shall elect one of the members to act as Chairman for that meeting.

Subcommittees of Technical Committee

9.-(1), The e-Government Technical Committee shall establish subcommittees on the basis of the following -

- (a) e-Government policy and strategy;
- (b) e-Government standards;
- (c) e-Government projects and programme;
- (d) any other matter as the e-Government Technical Committee may deem appropriate.

(2) A subcommittee established in terms of this regulation may co-opt persons from within or outside the e-Government Technical Committee.

Convening of meetings of Institutional ICT Steering Committee

10.-(1) The Chairman of Institutional ICT Steering Committee shall convene meetings of the Institutional ICT Steering Committee, and shall for that purpose, issue to each member, a seven days' notice specifying the agenda, date, time and place of meeting.

(2) The accounting officer to which the Institutional ICT Steering Committee relates may appoint persons from within or outside the Institutional ICT Steering Committee to constitute as

a subcommittee of the Steering Committee.

(3) The appointed sub-committees members shall be directly accountable to the accounting officer to which the Institutional ICT Steering Committee relates.

Quorum of Institutional ICT Steering Committee

11. Two-third of the members of the Institutional ICT Steering Committee shall form a quorum for a meeting of the Steering Committee.

Decision of Committees

12.-(1) For the purpose of this Part, at any meeting of Committees, a decision of the majority of the members present shall be recorded as a decision of a Committee.

(2) At any meeting of Committees, the Chairman of the respective Committee shall have a casting vote where there is a tie of a decision of the members present.

Records of meetings of Institutional ICT Steering Committee

13.-(1) Minutes of each Institutional ICT Steering Committee meeting shall be

- (a) recorded by the Secretary in a proper form;
- (b) confirmed by the Committee and signed by the Chairman;

(2) The Secretary shall, before the next ordinary meeting of the Committee, file minutes of each Institutional ICT Steering Committee meeting at the offices of the respective public institution.

(b) Working relationship of Committees

Review of e-Government policy framework

14.-(1) The Minister may for purposes of providing strategic and policy directions on the administration, management and operation of e-Government services, require the e-Government Technical Committee to co-ordinate the review of e-Government policy or strategy.

(2) The Authority, a public institution and other stakeholders shall, in the manner and time specified by the e-Government Technical Committee, submit to the e-Government Technical Committee input on the review of e-Government policy or strategy required in terms of sub regulation (1).

(3) The e-Government Technical Committee shall consolidate inputs submitted to it under subregulation (2) and recommend to the National e-Government Steering Committee for approval.

(4) The National e-Government Steering Committee

shall review and approve the e-Government policy or strategy.

(5) The National e-Government Steering Committee shall submit the approved proposal e-Government policy or strategy to the Minister for endorsement and subsequent implementation by the Government and other stakeholders in accordance with the Act.

(6) A public institution shall prepare and implement its ICT policy and strategy based on approved national ICT policy, e-Government policies and strategies.

Co-operation
on
determinatio
n of e-
Government
projects and
initiatives

15.-(1) The Institutional ICT Steering Committees shall receive, review and recommend on ICT project proposals from the head of ICT unit of the respective public institution.

(2) ICT project proposal considered by an Institutional ICT Steering Committee shall be submitted to the Authority through the accounting officer of the respective public institution and through the platform directed by the Authority.

(3) The Authority shall assess the project proposal to determine whether it is a key ICT project.

(4) Where the Authority determines that a project proposal submitted to it is a key ICT projects proposal, it shall forward the project proposal to e-Government Technical Committee for review and recommendation.

(5) The e-Government Technical Committee shall, at its earliest meeting possible, convene to review the proposals and provide feedback to the Authority.

(6) For the purpose of this regulation, “key ICT project” means a project which has linkage with other bigger initiatives.

Preparation
and
submission
of progress
reports

16.-(1) The secretariat of Institutional ICT Steering Committee shall prepare and submit quarterly ICT implementation report to the Institutional ICT Steering Committee for review and approval, and such report shall be deemed to be the report of a public institution.

(2) A public institution shall within fourteen days from the end of each quarter, submit it’s approved quarterly report to, and in the form and manner specified by the Authority.

(3) The Authority shall consolidate approved quarterly reports of public institutions and share a copy with the e-Government Technical Committee.

(4) The e-Government Technical Committee shall submit a bi-annual e-Government implementation report to the secretariat of the National e-Government Steering Committee.

(5) The National e-Government Steering Committee

shall review, provide guidance to the e-Government Technical Committee and advise the Minister where appropriate.

Determination of conflicts and complaints

17.-(1) Where a conflict emerges during the course of implementation of an ICT projects, whether between a public institution and the Authority or between public institutions, a resolution of the conflict shall be dealt with as follows:

- (a) in the case of conflict arising between public institutions, through mediation before the Authority;
- (b) in the case of conflict arising between a public institution and the Authority, through mediation before the e-Government Technical Committee.

(2) A complaint lodged by any party in conflict shall suffice for the mediator to initiate mediation and summon parties to that effect.

Correlation of ICT Steering Committee and ICT Management Unit

18. Save as otherwise provided in any other written law, an ICT Management Unit of a public institution shall-

- (a) formulate and submit to the Institutional ICT Steering Committee, institutional ICT policies, strategies, internal guidelines and procedures;
- (b) prepare and submit to the Institutional ICT Steering Committee institutional ICT projects implementation reports
- (c) prepare and submit to the Institutional ICT Steering Committee institutional ICT quarterly reports as required under regulation 16(2);
- (d) undertake such other duty as the Institutional ICT Steering Committee may direct.

PART III

e-GOVERNMENT INFRASTRUCTURE AND SYSTEMS

(a) Requirements for infrastructure and systems

Approval of communication infrastructure

19.-(1) The Authority shall approve communication infrastructure of a public institution to ensure their compliance with regulations governing detailed specifications and standards of computers and other related equipment and tools for the use by public institution.

(2) For the purpose of sub-regulation (1), the Authority shall maintain and make available to a public institution database of all communications infrastructure approved for use by public institutions.

(3) Where a public institution has a compelling need to use a communication infrastructure not provided for in accordance with the regulations governing the detailed specifications and standards, the public institution shall submit to the Authority a request which justifies use of the communication infrastructure.

(4) The Authority shall, upon receipt of the justification request under sub regulation (3), recommend to the Minister for approval or rejection of the use of the communications infrastructure that is not otherwise provided in regulations governing the detailed specifications and standards.

(5) The Authority may return a justification request to a public institution with appropriate written recommendation necessary for consideration and resubmission by the public institution.

Optimization of infrastructure

20.-(1) A public institution shall, for the purpose of optimization of infrastructure, ensure that-

- (a) data and information exchange between it and another public institution is done through a secured Government network or infrastructure approved by the Authority;
- (b) internet connectivity or connectivity with an institution other than a Government Institution is done through an infrastructure approved by the Authority

(2) A public institution that wants to use shared Government infrastructure shall request to the Authority for sharing of Government ICT infrastructure in a manner and format as provided in the First Schedule to these regulations.

(3) Where a shared infrastructure as provided for in accordance with the Act or these Regulations does not fit a public institution requirements, the institution shall, prior to acquisition, deployment or use of another infrastructure, seek approval from the Authority

Issuance of recommendations

21.-(1) Subject to section 23(2) of the Act, a public institution undertaking construction or development of infrastructure shall, at the earliest appropriate moment, share with the Authority the related ICT design.

(2) The Authority shall, not later than fourteen days from receipt of ICT related design from a public institution undertaking construction, issue its recommendations to the public institution.

GN. No. 75 (contd.)

Sourcing of
Government
ICT owned
resources

22. Subject to Section 26(1)(a) of the Act, a public institution shall, as far as practicable and during sourcing of ICT systems, use approved -

- (a) home grown solutions;
- (b) vendor neutral solutions;
- (c) technology neutral solutions; or
- (d) open source based software.

System
development
standards

23. A public institution shall, as a minimum requirement during information system development, deployment, operations and maintenance, comply with guidelines on the following required standards issued by the Authority-

- (a) requirement gathering standards;
- (b) requirements Analysis standards;
- (c) design standards;
- (d) development standards;
- (e) testing standards;
- (f) deployment standards; and
- (g) operations and maintenance standards.

Approval of
new systems

24.-(1) The Authority shall issue guidelines, procedures and criteria for approval of new systems.

(2) A public institution shall adhere to guidelines and procedures for approval of new systems.

Criteria for
integrated
systems

25. A public institution shall-

- (a) in attaining organization interoperability-
 - (i) collaborate with a respective public institution and the Authority in the development, deployment and delivery of e-Government services;
 - (ii) define its shared services;
 - (iii) consider interoperability during business process re-engineering;
- (b) ensure data from various applications are in compliance with regulation 54(1);
- (c) ensure that all the hardware and software components of the network and information system communicate and transfer information successfully and in compliance with these Regulations.

GN. No. 75 (contd.)

Conditions
and terms
for services
and
facilities

26.-(1) The Authority shall issue guidelines specifying the terms and conditions upon which the specified facilities or services rendered within the scope of the functions of the Authority shall be provided to the public institutions.

(2) The Director General may terminate service rendered to a public institution where the public institution, upon receipt of a one-month notice and a reminder thereof fails to comply with the terms and conditions for use of the facility and service.

(b) ICT Projects implementation

ICT projects
implementat
ion guidance

27.-(1) Subject to Section 24 of the Act, ICT projects implementation standards and guidelines issued by the Authority shall incorporate the following components-

- (a) ICT project initiation which shall contain details of project concept note;
- (b) ICT project planning which shall contain details of ICT project management; and
- (c) ICT project monitoring which shall contain details of progress report and project closure.

(2) A public institution shall prepare ICT project concept note or proposal during initiation of ICT projects in the manner specified in the standards and guidelines issued by the Authority.

(3) A public institution shall, prior to implementation for a particular financial year in line with the prescribed procedures for planning and budget preparation, using Form 007 as prescribed in the Second Schedule to these Regulations, submit an ICT project concept note to the Authority.

(4) The Authority shall review a concept note and provide guidance and clearance on any ICT project of a public institution whose value is of, or above fifty million shillings.

(5) Notwithstanding subregulation (4), the Authority shall provide guidance and clearance on any ICT project of a public institution whose value is below fifty million shillings:

- (a) where the project involves two or more public institutions;
- (b) where the project relates to national security and safety; or
- (c) upon the directives of the Minister.

(6) The Authority shall, where it deems appropriate, return to the respective public institution a proposal not cleared in terms of sub regulation (4)

(a) with recommendations of the Authority for rectification and re-submission by the respective public institution; or

(b) with recommendations of the Authority that the project does not suffice to be implemented on grounds of non-compliance with the requirements of the Act and these Regulations.

Time for approval of project concept note

28. The Authority shall, not later than fourteen working days from the date of receipt of a project concept note, communicate its determination under regulation 27 in writing to the respective public institution.

ICT projects planning

29. Subject to the requirement of these Regulations, a public institution shall prepare and submit to the Authority ICT project management plan using Forms 008 to 013 as prescribed in the Second Schedule to these Regulations.

ICT projects performance audit

30.-(1) The Authority shall, for the purpose of ICT project performance audit, use the following tools—

(a) Government ICT project management standards issued by the Authority;

(b) general accepted and widely used project (management) standards;

(c) separate and standardized criteria that have been derived from the standards issued in terms of paragraph (a); and

(d) sub-criteria established by designated project auditor in relation to the actual project and the respective public institutions context into account.

(2) The Authority shall, prior to conducting performance audit, inform the institution to be audited the intention and objectives of the audit.

(3) For the purpose of enabling the Authority to efficiently carry out the audit, the relevant institution shall make available all the required documents for the audit in a timely manner.

(4) For ease of ICT project information access and retrieval, a public institution shall keep ICT project records in a manner and format prescribed by the Authority.

(5) Upon completion of the audit and before issuing the final audit report, the Authority shall submit, in writing, the audit findings to the audited institution for response.

(6) An audited institution shall submit to the Authority detailed responses to the audit findings within fourteen days of receiving the audit findings.

(7) The Authority shall submit the audit report to the audited institution with recommendations.

(c) Conduct of inspection and investigation on ICT projects and systems

Appointment
of
inspectors

31.-(1) The Director General shall appoint officers of the Authority to be inspectors for the purpose of these Regulations.

(2) Every inspector duly appointed shall be issued with badge or identification as recognition during inspection.

Notification
of
inspection

32.-(1) The Authority shall, in writing, serve the public institution a fourteen days' notice of its intention to conduct inspection, except that the Authority may forego the required notice period where such inspection is a spot inspection and which the Authority determines there is a just cause so to do.

(2) In the notification letter, a public institution shall confirm in writing or through official email that it has received the notification for the inspection and will make all required information available and accessible by the inspectors.

Conduct of
inspection

33.-(1) An inspector shall conduct inspection based on details on the inspection plan.

(2) An Inspector may adjust the plan to ensure the inspection objectives are achieved.

(3) An inspector shall collect information through examination of relevant documents with direct access, interviews and observation of activities, equipment and conditions in the inspected areas.

(4) Where the public institution refuses access to records or copying of documents or there is any withholding of documents or denial of access to areas to which the inspector has legal access, the inspector shall record the refusals and include in the inspection observations.

Inspection
observations

34.-(1) All inspection observations shall be documented by the inspector, and where appropriate, copies shall be made of records containing inconsistencies or illustrating non-compliance.

(2) At the end of the inspection, the inspector shall review all observations to determine which observations are to be reported as non-compliance or quality system deficiencies, and documented in a clear, concise manner together with supported evidence.

(3) The Inspector shall, using Form 014 as prescribed in the Third Schedule to these Regulations, report to the Authority the observations with reference to-

- (a) specific requirements of the standard or other related documents against which the inspection has been conducted;
- (b) the nature and scope of the inspection; and
- (c) the inspection methodology used.

Closing meeting

35.-(1) At the end of the inspection, the inspector shall hold a closing meeting with the inspected public institution with a view to present inspection observations to the institution to ensure that the results of the inspection are clearly understood and that there is no misunderstanding by either the inspector or the public institution.

(2) The inspector and public institution shall sign a prescribed form and an appendix listing all the findings noted during the inspection.

Response to inspection

36.-(1) A public institution shall, not later than fourteen days after closing meeting, submit to the Authority a written response of the inspection findings.

(2) A response under subregulation (1) shall be accompanied with an implementation plan setting out the timeline for remedial measures.

(3) The Authority may assign an inspector to conduct a follow up inspection for verification on the implementation of corrective actions.

(4) The Authority may require a public institution to undertake additional actions where the remedial measures are found not to be satisfactorily executed.

PART IV e-GOVERNMENT SERVICES

Use of ICT to deliver government services

37. A public institution shall, for the purposes of proper delivery of government services through the use of ICT-

- (a) document its business processes and maintain a

service register for identification and documentation of all services it offers;

- (b) perform a detailed analysis to determine feasibility of applying ICT to the business process in rendering its service;
- (c) develop and implement a road map in line with ICT Strategy for the purpose of implementing the technological solutions in rendering the identified e-Government services in accordance with paragraph (b);
- (d) ensure that the road map referred to under paragraph (c) incorporates all business processes that facilitate revenue generation to which the public institution is mandated to generate;
- (e) provide public awareness of all available e-Government services through available channels of communication with wider outreach; and
- (f) continuously improve the e-Government services to cope with emerging changes in the environment including changes in technology.

Reengineering business processes

38. A public institution shall, in ensuring re-engineering of its business process:

- (a) document in detail the existing business process;
- (b) analyse the business process to determine areas that can be optimized for performance improvement;
- (c) perform business process re-engineering and document new or revised business process; and
- (d) apply ICT on the re-engineered business process.

Reliable and citizen-centric e-Government services

39. A public institution shall for the purpose of ensuring that the e-Government services rendered are reliable and citizen-centric.

- (a) implement business continuity management including operationalizing a disaster recovery plan submitted to the Authority in terms of these Regulations that covers such system which facilitate the rendering of such e-Government services.
- (b) use the approved communication infrastructure to host its ICT systems that deliver e-Government services as prescribed under these Regulations; and
- (c) maintain the service level agreements with their respective service providers who facilitate accessibility of e-Government services to guarantee

reliability of e-Government services.

Use of appropriate channels and languages to deliver e-Government services

40. A public institution shall, for the purpose of ensuring that e- Government services are accessible to citizens based on available technologies, ensure that-

- (a) user interface of systems delivering e- Government services are presented to the end users in at least two languages of Kiswahili and English, Kiswahili being the default language, and the users are given option to switch between the preferred languages;
- (b) e- Government services are accessible to users through different types of connectivity and technologies-
 - (i) through web based technologies;
 - (ii) through mobile channels which are technically feasible and accessible to all users of mobile devices; or
 - (iii) through any other emerging technology; and
- (c) the systems delivering e- Government services over the web is browser independent to ensure cross-browser compatibility.

Consideration of persons with limited access and disabilities

41.-(1) A public institution shall, for the purpose of ensuring e- Government services are accessible to users with limited access and disabilities-

- (a) ensure that design of the systems to be used in delivering e- Government services takes into consideration the universal access by users with limited technology;
- (b) as far as practicable, ensure systems delivering e- Government services are designed with accessibility assistance, in hardware and software, to persons with disabilities.

Adequate support systems to end users;

42. A public institution shall, for the purpose of ensuring e-Government services delivered have adequate support systems to the end users-

- (a) establish e-service support desk that is easily accessible to enhance delivering of e-service to end users;
- (b) endeavor to ensure the support desk provides services throughout, and that the services are responsive to

- the problems of their respective users;
- (c) communicate to e- Government services users whenever the service support desk will not be accessible.

Maintenance and promotion of integrated and interoperable systems

43. A public institution shall, for the purpose of maintaining and promoting integrated and interoperable systems to be used in service provision, adhere to the prescribed e-Government interoperability framework, standards and technical guidelines issued by the Authority.

Digitalizing work processes and sharing of administrative information

44. A public institution shall, for the purpose of reduction of paper document-

- (a) implement approved ICT solutions to digitize its core activities, means of communication, filing and documentation management, attendance registry and any other approved processes; and
- (b) ensure the implemented ICT solutions are interoperable to facilitate exchange of information within and among public institutions electronically.

PART V

e-GOVERNMENT SECURITY

(a) Management and governance of e-Government security

Mandate of the Authority on E-Government security

45. The Authority shall, through the e-Government security operations center develop mechanism for enforcement of rules, strategies, standards, guidelines and procedures for implementation of e-Government security as provided in the Act.

Authority to oversee operations of Center

46. The Authority shall oversee the operations of the e-Government Security Operations Center, hereinafter referred to as the “Center”, and for that purpose it shall require implementation reports and issue operational directives on the Center.

Technical Advisory Team

47.-(1) Without prejudice to the mandate of Director General over the Centre, and for better implementations of its duties, the Center shall obtain operational advice and input from the technical advisory team which shall comprise of members appointed by the Authority as follows:

- (a) three representatives from the Authority;

- (b) a representative from the Ministry;
- (c) a representative from the Ministry responsible for ICT sector;
- (d) a representative from the Ministry responsible for Finance;
- (e) a representative from the Ministry responsible for local government authorities;
- (f) representatives from key Government institutions responsible for National Security and Law enforcement;
- (g) a representative from TCRA;
- (h) an ICT Security officer appointed from any public institution as may be determined by the Authority.

(2) The operations of the technical advisory team shall be in accordance with the provisions of the Charter prepared and approved by the Authority.

Duties of
Center

48. The duties of the e-Government Security Operation Center shall be to-

- (a) coordinate implementation of Government Cyber Security Strategy;
- (b) harmonize, coordinate, assess, audit, document, report and provide assurance on Government cyber security initiatives;
- (c) provide training and raise public institutions awareness regarding implementation of Government Cyber Security Strategy ;
- (d) receive, consolidate and analyze Government Cyber Security Strategy annual report from public institutions;
- (e) communicate, maintain and oversee compliance on ICT security principles, standards and guidelines for the Government;
- (f) provide ICT security protections commensurate with the risk and magnitude of the harm resulting from the potential cyber threat on government information and systems;
- (g) review public institutions' ICT security policies and strategies;
- (h) identify and categorize government critical systems and application software in consultation with relevant stakeholders;
- (i) facilitate establishment of institutional computer

- emergency readiness teams;
- (j) receive, consolidate and analyze reports from the public institutions relating to categorize Government Critical systems and application software;
- (k) create awareness and build capacity of public institutions regarding the risks in cyberspace;
- (l) develop, maintain and enforce control mechanisms for protecting Government information and ICT systems;
- (m) maintain and manage a database of Government Single Point of Contact that responds to cyber security incidents;
- (n) forecast and provide alerts on cyber security incidents in public institutions;
- (o) coordinate institutional cyber security incidents responses and collaborate with relevant stakeholders with regards to such incidents responses;
- (p) perform on demand and scheduled security assessment to critical ICT infrastructure and critical services in order to assess their vulnerabilities to cyber security threats;
- (q) promote awareness on information sharing regarding cyber security in public institutions;
- (r) create and update cyber security incidents register in public institutions.

(b) e-Government Security Standards and Guidelines

Government
domain
naming
standards

49.-(1) For the purpose of ensuring that the domain names of public institutions are secured, a public institution shall

-

- (a) have their domain names registered by the Authority; and
- (b) make declaration of officially registered domain annually

(2) A public institution shall, unless otherwise approved by the Authority, register only one unique and simple domain name for all its business operations, and all other domain requirements shall be captured by a subdomain under its officially registered domain.

Government
ICT maturity
assessment

50.-(1) Authority shall perform annual evaluation of public institutions ICT maturity status by-

- (a) requiring public institutions to perform self-evaluation and submit the report to the Authority;
- (b) verifying the evaluation and publish the results in public institutions ICT maturity report;
- (2) Where an evaluation has not been performed in any particular financial year by a public institution, the Authority shall use the most recent available published ICT maturity status.
- (3) Where a public institution has no evaluation record, the Authority shall use the lowest possible ICT maturity status.
- (4) For the purpose of this regulation the Authority shall use ICT maturity status to define requisite ICT security standards.

Government
critical
system and
application
software
Protection

51.(1)The Authority shall perform annual evaluation to establish presence of Government critical systems and application software and their minimum security requirements by-

- (a) requiring public institutions to perform self-evaluation and submit the report to the Authority;
- (b) verifying the evaluation and publishing the results in the Government critical systems and application software report.
- (2) Where minimum security requirements necessary to protect Government critical system and application software cannot be implemented by a public institution because of low ICT maturity status, the Authority shall require a public institution to-
 - (a) raise its level of ICT maturity to enable it to implement prescribed minimum ICT security requirements; or
 - (b) surrender the technical ICT aspects of the operations of Government critical system and application software to a more capable public institution as determined by the Authority.

Compliance
to e-
Government
security
standards
and
guidelines

52.-(1) A public institution shall comply with requisite ICT security standards in accordance with institutional ICT maturity status.

(2) The Authority shall, whether *suo motu* or upon request by a public institution or the Minister, undertake e-Government security compliance assessment of a public institution and issue a security compliance report.

PART VI
ELECTRONIC GOVERNMENT DATA MANAGEMENT

electronic
data
management

53. Save as provided in any other written law, a public institution shall manage and govern electronic data throughout the whole life cycle of the data, and includes-

- (a) collection or creation;
- (b) capturing;
- (c) retrieve;
- (d) security;
- (e) preservation;
- (f) migration;
- (g) storage;
- (h) transmission;
- (i) usage;
- (j) sharing;
- (k) retention; and
- (l) disposal.

Electronic
data
collection or
creation

54.-(1) A public institution shall, prior to collection or creation of electronic data, prepare institutional data dictionary in a manner specified in the standards and guidelines issued by the Authority in collaboration with the institution responsible for records and archive management.

(2) A public institution shall create electronic data in accordance with data dictionary referred to under sub regulation (1).

(3) Data created by a public institution for a specified portfolio or discipline shall be the primary data for that portfolio or discipline and shall not be recreated by that institution or another public institution for the same portfolio or discipline:

Provided that, the data created is owned by that public institution that initially created it.

(4) A public institution may access primary data of another public institution through data sharing mechanism as specified in these Regulations.

Electronic
data
maintenance

55. A public institution shall-

- (a) regularly update its data repository to ensure accuracy and consistency of data;
- (b) not later than forty eight hours from the time of update, transmit the updated changes into the data sharing and exchange platform provided for under

these regulations,

Provided that, updated changes concerning information that is of National, security or safety concern shall not be unreasonably delayed.

Electronic
data storage

56. A public Institutions shall use Government storage facilities only for storing data owned by that Institution.

Electronic
data
disposal

Cap. 309

57. A public institution shall dispose or retain electronic data in the manner provided under the law governing the public institution and in accordance with the Records and Archives Management Act.

Principles of
electronic
data sharing
and
exchange

58. For the purpose of ensuring efficient and effective data sharing and exchange, public institutions shall adhere to the following principles:

- (a) business process or organizational interoperability: which relates to the collaboration between entities in the development, deployment and delivery of e-Government services, and to the interaction between services, and supporting processes;
- (b) information or semantic interoperability: which relates to ensuring that the exact meaning of information from various applications are understandable by any application even though if the application was not developed for this purpose;
- (c) technical interoperability: which ensure that all the hardware and software components of the network and information system physically communicate and transfer information successfully, and includes key aspects such as open interfaces, interconnection services, data integration and middleware, data presentation and exchange, accessibility and security services.

Electronic
data sharing
and
exchange

59.-(1) There is established a data sharing and exchange platform by the Authority to facilitate efficient data sharing and exchange in the Public Service.

(2) Public institutions shall, subject to such terms and conditions as may be prescribed by the Authority share and exchange data through -

- (a) the platform referred to under sub regulation (1); or
- (b) any other means as may be approved by the

Authority

PART VII
FEES AND CHARGES

Imposition
of fees and
charges

60.-(1) The Authority shall, for the purpose of ensuring efficient and effective e-government infrastructure and system operations, collect fees and charges for service rendered by the Authority in a manner set out in the Fourth Schedule to these Regulations.

(2) Notwithstanding subregulation (1), ministries, independent departments, Regional Secretariat and Local Government Authorities shall be exempted from the payment of the whole fees and charges in respect of e-office (Cloud-Standard Based), Government e-mailing System-GMS (Cloud-Standard Based) and Enterprise Resource Management Suite-ERMS (Cloud-Standard Based) services as set out in the Fourth Schedule to these Regulations.

(3) For the purpose of this regulation, “independent department” has the meaning ascribed to it under the Public Service Act and Regulations made thereunder.

Variation or
change of
fees

61.-(1) The Minister may, upon advice of the Director General, vary or waive any fees or charges.

(2) The Minister shall cause to be issued an official notice of any variation or waiver made pursuant to subregulation (1).

PART VIII
OFFENCES AND PENALTIES

Offences and
penalty

62. Any person who contravenes or fails to comply with these Regulations commits an offence and shall, on conviction, be liable to a fine of not less than two million shillings but not exceeding twenty million shillings or to imprisonment for a term of not less than six months but not exceeding five years or to both.

FIRST SCHEDULE

(Made under regulation 20(2))

SHARED INFRASTRUCTURE REQUEST PROCEDURES AND FORMS

1. SHARED INFRASTRUCTURE REQUEST PROCEDURE

- a) A Public Institution shall request shared infrastructure from the Authority by submitting a formal request addressed to the Director General.
- b) A Public Institution Shall fill a prescribed form (Forms 001 to 006) below with details of the shared infrastructure service requested and send it along with the request in (a).
- c) Where fees and charges are applicable, the Authority shall compute the costs of the shared infrastructure and communicate the same with the Public Institution.
- d) The Public Institution shall pay the prescribed fees or charges to the Authority.
- e) The Authority shall offer the shared infrastructure service to the Public Institution.
- f) Without prejudice to any other law, the procedures described in ((a) to (e)) above shall be conducted electronically.

2. SHARED INFRASTRUCTURE SERVICE REQUEST FORMS

FORM 001: DOMAIN REGISTRATION FORM

GENERAL CONDITIONS:

- i. Well filled form
- ii. Evidence of payment for domain registration fee
- iii. Items with an asterisk (*) are **MANDATORY**

1. REGISTRATION TYPE

* new (N) modify (M) delete (D)..:

2. * FULLY-QUALIFIED DOMAIN NAME:

3. ORGANIZATION INFORMATION

- 3a.* Organization Name:
- 3b.* Address Line 1.....
- 3b.* Address Line 2.....
- 3c.* City.....
- 3d.* Postal Code:..... +255
- 3e.* Country.....: TANZANIA

4. * DESCRIPTION OF ORGANISATION & DOMAIN:

- 5. Date Operational: DD/MM/YYYY
- 6. ADMINISTRATIVE CONTACT OF ORG/DOMAIN
- 6a. NIC handle (if known)..:
- 6b.* Whole Name:
- 6c. Organization Name:
- 6d.* Address Line 1:
- 6d. Address Line 2:
- 6e.* City:
- 6f.* Postal Code: +255
- 6g.* Country: TANZANIA
- 6h.* Voice Phone:
- 6i.* Electronic Mailbox:

7. TECHNICAL AND ZONE CONTACT

- 7a. NIC handle (if known)..:
- 7b.* Whole Name:
- 7c. Organization Name:
- 7d.* Address Line 1:
- 7d. Address Line 2:
- 7e.* City:
- 7f.* Postal Code: +255
- 7g.* Country:
- 7h.* Voice Phone:
- 7i.* Electronic Mailbox:
- 7j.* Registration Mailbox:
- 7k. Fax Number:

Fill out question 8 and 9 for delegations purposes (i.e. those organizations running name servers for a branch of the TZ Domain namespace)

8. PRIMARY SERVER: HOSTNAME, NETADDRESS

- 8a.* Hostname.....:
- 8b.* IP Address.....:

9. SECONDARY SERVER: HOSTNAME, NETADDRESS

- 9a.* Hostname.....:
- 9b.* IP Address.....:

DISCLAIMER

- 1. By the registration of your name on the Internet (under dot tz ccTLD), e-GA accepts in good faith that you have the right to use the name.
- 2. Our function in registering names on the Internet under go.tz TLD space is to assure that the name does not conflict with any other name in the name space requested.

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3. The user by your registration and use of the name and/or your continued use of an existing name, agrees, as part of your request for name registration, to indemnify and hold harmless from any and all costs, fees, expenses arising from litigation involving trademark, trade name, service mark, and any other name infringements, or other reasons.
4. The party requesting registration of this name certifies that to her/his knowledge, the use of this name does not violate trademark or other statutes.
5. Registering a domain name does not confer any legal rights to that name and any disputes between parties over the rights to use a particular name are to be settled between the contending parties using normal legal methods (See RFC 1591).

FORM 002: DOMAIN TRANSFER FORM

GENERAL CONDITIONS:

- i. Fill the form correctly and submit.
- ii. Items with asterisks (*) are MANDATORY

1. *INSTITUTION NAME:
2. * YOUR DOMAIN NAME:
- 3.(a) * Postal Address:
- 3.(b) Physical Address
4. * DOMAIN TRANSFER KEY (get it from your current Registrar):
5. *DOMAIN SERVICES. Please, list all services and the corresponding public IP addresses the domain is currently pointing to including your website. If the service(s) are to be hosted by e-GA, leave Public IP blank.

S/No.	Service	Public IP Address
<i>The domain "" is pointing to the following services:</i>		
1		
2		
3		
4		
5		
6		

Declaration: I declare that the above information is correct.

***Filled By (Full Name):**

***Title:**

***Date:**

~end~

FORM 003: SOFTWARE / APPLICATION CO-LOCATION REQUEST FORM

Name of the Co-Located Institutions		
Name of the Software / Application		
Objective of the application clearly articulating purpose, beneficiary etc.		
Key stakeholders	Application owner	
	Application support team	
	End users	
	Others	
Services offered by the Software/Application	1.	
	2.	
	3.	
Maximum number of users	Admin Users	
	Support Team	
	Concurrent users	
	Other(Expected public + Departments)	
Type and number of Ports Used		
Types of Protocols Used		
Processing power		
Memory size		
Storage size		
Internet Bandwidth		
Type of Operating system used		
Type of DB Management System used		
Is the Co-Located system a Primary / DR site ?		

FORM 004: CO-LOCATION REQUIREMENTS FORM

Name of Public Institution:	
Item Description	Details
Server/Equipment Name	
Quantity	
Serial Number (S/N)	
Model	
Rack Mountable (Yes/No)	
Required Rack Space (U's or equip dimensions)	
Power Supply Type (AC/DC)	
Number of Power Supplies	
Voltage (each)	
Amperage (each)	
Number of Ethernet Connections Required	
NIC Teaming/Bonding (Yes/No)	
Link Speed and Duplex Requirements	
Public IP Addressing Requirements	

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FORM 005: GOVERNMENT MOBILE PLATFORM (MGOV) REGISTRATION FORM

A. Details of the Public Institution	
Name:	
Contact Details:	
B. Contact Person Information	
Office Name * :	
First Name * :	
Middle Name :	
Last Name * :	
Email Address * :	
Mobile No * :	
Alternative Mobile No :	
Designation :	
C. Supervisor Information	
Name * :	
Email Address * :	
Mobile No * :	
Alternative Mobile No :	
Designation :	
D. Service Description	

Terms and Condition

I/We agree that the SMS platform (GovSms) provided by Government of Tanzania will be used to send transactional SMSes only on behalf of a public institution;

AND I/we also agree not to send any commercial communications and not to mix any promotional communications with its transactional message sent to a subscriber through this SMS platform.

FORM 006: QUESTIONNAIRE FOR BANDWIDTH ALLOCATION

Name of Public Institution:		
S/N	Question	Answer
1	How many staffs/employees regularly use internet in your organization? a.) 0-50 users b.) 50-100 users c.) 100-200 users d.) 200-500 users e.) More than 500 users	
2	Do you locally host you organization website?	
3	Do you locally host email application?	
4	Do you have any other web hosting facilities? How many?	
5	Do you have VoIP application?	
6	Do you perform online backups (FTP)?	
7	Do you have audio/video conference facilities?	
8	What mode of Anti-virus updates in your organization, server based or individual computers?	
9	What is your current bandwidth capacity from your ISP?	
10	Who is your current ISP?	
11	How many public IPs do you have/wish to have?	
12	Do you have fiber backbone connectivity?	
13	What is the manufacturer and model of your gateway router?	
14	If your public IPs changes, will your customers be affected?	

SECOND SCHEDULE
GOVERNMENT ICT PROJECT MANAGEMENT
(Made under regulations 27(3) and 29)

FORM 007: GOVERNMENT ICT PROJECT CONCEPT NOTE

Project Title:	
State below the link between project with the Institutional strategy	
Problem/opportunity statement:	
Project Benefits:	An outline of what the benefits are to the organisation, individuals or stakeholders in delivering the project
Project Objectives:	The specific objectives for the project. NOTE: the

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	objectives can be one line or more detailed text.		
Project Deliverables:	1.		
	2.		
Project scope			
This project will include:		This project will not include:	
This section defines the boundaries of the project. 1.		Planning details should <u>not</u> be included at this stage. 1.	
Success Criteria:	How you will measure the success of the project. NOTE: the success criteria must be measurable.		
Constraints:	Examples here can be specific (a skill which the project team must have) resources, or a legal deadline – NOTE: only include time and money if you can quantify them.		
Key Assumptions:			
Break down Initial		Break down ongoing Costs:	
1 Total costs (attach a breakdown of the overall budget)			
• VAT*–			
Planned Start Date:		Planned Completion Date:	
Signature of Project Manager:		Date:	
Accounting officer Approval		Date:	

FORM 008: GOVERNMENT ICT PROJECT STAKEHOLDERS ANALYSIS

Stakeholder	Their requirement from the project	What the project needs from them	Perceived attitudes and/or risks	Actions to take

FORM 009: GOVERNMENT ICT PROJECT IMPLEMENTATION TIMELINE

	Time [in weeks & months]
--	--------------------------

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Mil est one s	Delivera bles (as per the concept note)																

FORM 010: GOVERNMENT ICT PROJECT CHANGE REQUEST

CHANGE REQUEST		
Originator Phone:	Date of request	Change request no.
Items to be changed		Reference(s)
Description of change (reasons for change, benefits, date required)		
Estimated cost, and time to implement (quotation attached? Yes No)		
Priority / Constraints (impact on other deliverables, implications of not proceeding, risks)		

FORM 011: GOVERNMENT ICT PROJECT CHANGE EVALUATION AND APPROVAL

Change evaluation				
What is affected		Work required (resources, costs, dates)		
Related change requests				
Name of evaluator		Date evaluated	Signature	
Change approval				
Accepted	Rejected	Name	Signed	Date
Deferred				
Comments				

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FORM 012: GOVERNMENT ICT PROJECT RISK REGISTER FORM

S/n	Description of risk	Impact on project	Mitigation actions	Responsibility for mitigation action(s)	Timeline for mitigation action(s)

FORM 013: GOVERNMENT ICT PROGRESS REPORT

Project Name:							
Reporting Period:				Project Manager:			
Prepared by:		Date Prepared:		Status		DELATED / ON TRACK	Project Phase:
Project Description:						Project End Date: dd/mm/yyyy	
Key Deliverables Completed this period			Key Deliverables Outstanding this period		Key Deliverables for next reporting period		
							Delivery Date
Risk Management			Issue Management			Change Management	
No	Risk	Action	No	Issue	Action	Details	Approved

THIRD SCHEDULE

GOVERNMENT ICT PROJECT/SYSTEMS INSPECTION

(Made under regulation 34(3))

FORM 014: GOVERNMENT ICT PROJECT INSPECTION FORM

Title of the Report:		
Executive Summary	Background	
	Summary of Observed Issues	
	General Recommendations	
	Conclusion	
1.0 Introduction	1.1 Background	
	1.2 Nature and Scope of Inspection	
	1.3 Methodology Used	
2.0 Previous Inspections Issues	2.1 Issue Title x	Issue
		Actions Taken
		Status
	2.2 Issue Title y	Issue
		Actions Taken
		Status
3.0 Current Inspection Issues	3.1 Issue Title A	Issue Description
		Associated Risks
		Consequences
		Rating
		Recommendations
		Management Responses and Action Plan

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	3.2 Issue Title B	Issue Description
		Associated Risks
		Consequences
		Rating
		Recommendations
		Management Responses and Action Plan
4.0 Acknowledgment		
5.0 Conclusion		
Name and Signature of the Inspector		

FOURTH SCHEDULE

FEEES AND CHARGES FOR SERVICES RENDERED BY THE AUTHORITY

(Made under regulation 60(1))

No	Proposed Service	Chargeable (Yes/No)	Charging Criteria	Amount/ Rate
1	Application system development, customization, or integration ¹	Yes	Actual Cost and Man-days	Actual Cost + Professional Fees
	Application maintenance and support ²	Yes	% of initial development cost.	10% of the initial development cost per year.
2	e-Office (Cloud-Standard Based)	Yes	Storage capacity, number of	<ul style="list-style-type: none"> One-time installation and setup fee: TZS 1,800,000.

¹ Includes mobile application, web-based/shared systems, system integrations, websites etc.

² Includes mobile application, web-based/shared systems, system integrations, websites etc.

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No	Proposed Service	Chargeable (Yes/No)	Charging Criteria	Amount/Rate
			users	<ul style="list-style-type: none"> • Annual subscription fee: TZS 6,500,000 per institution (includes 200GB) per year.³ • Additional storage: TZS 3,500 per GB per year. • Customization cost: Actual Cost + Professional Fees.
3	Government e-Mailing System – GMS (Cloud-Standard Based)	Yes	Storage capacity, number of email accounts.	<ul style="list-style-type: none"> • One-time installation and setup fee: TZS 600,000. • Annual subscription fee per email account per year: TZS 11,000 (includes 2GB) per email account per year. • Additional storage: TZS 3,500 per GB per domain per year. • Customization cost: Actual Cost + Professional Fees.
4	Enterprise Resource Management Suite – ERMS (Cloud-Standard Based)	Yes	Storage capacity, number of users	<ul style="list-style-type: none"> • One-time installation and setup fee: TZS 5,000,000. • Annual subscription fee: TZS 9,800,000 per institution (includes 200GB) per year. • Additional storage: TZS 3,500 per GB per year. • Customization cost: Actual Cost + Professional Fees.
5	ICT management framework development ⁴	Yes	Actual Cost and Man-days	Actual Cost + Professional Fees
6	Project Concept	No	N/A	N/A

³ Extra storage beyond the optimized storage will be chargeable at the rate of Tsh. 3,500 per GB per year.

⁴ Includes ICT strategies, policies, enterprise architecture, disaster recovery plan, etc.

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No	Proposed Service	Chargeable (Yes/No)	Charging Criteria	Amount/Rate
	Note Review			
7	Project Inspections and Investigation	Yes	Actual Cost	Actual Cost
	On-demand Project Inspections and Investigation	Yes	Actual Cost and Man-days	Actual Cost + Professional Fees
	On-demand System Review and Audit	Yes	Actual Cost and Man-days	Actual Cost + Professional Fees
	Regular System Review and Audit	Yes	Actual Cost	Actual Cost
	On-demand Project Inspections and Investigation	Yes	Actual Cost and Man-days	Actual Cost + Professional Fees
	On-demand System Review and Audit	Yes	Actual Cost and Man-days	Actual Cost + Professional Fees
	Regular System Review and Audit	Yes	Actual Cost	Actual Cost
	General System Compliance Review	No	N/A	N/A
	On-demand ICT Security Assessment	Yes	Actual Cost	Actual Cost
	Regular ICT Security Assessment	No	N/A	N/A
	Regular Project Performance Audit	No	Actual Cost	Actual Cost
On-demand Project Performance Audit	Yes	Actual Cost and Man-days	Actual Cost + Professional Fees	
8	Advisory	No	N/A	N/A
	Embedding staff into public institutions.	Yes	Actual Cost and Man-days	Actual Cost + Professional Fees
	Technical support/assistance	No	N/A	N/A
	Technical support/assistance involving resources.	Yes	Actual Cost and Man-days	Actual Cost + Professional Fees
	Consultancy and	Yes	Actual Cost	Actual Cost + Professional

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No	Proposed Service	Chargeable (Yes/No)	Charging Criteria	Amount/Rate
	Training		and Man-days	Fees
9	Common Software and Hardware Approval/Re-approval	No	N/A	N/A
	Specialized Software and Hardware Approval/Re-approval	Yes	Actual Cost and Man-days	Actual Cost + Professional Fees
10	Colocation services	Yes	Rack space Bandwidth	<ul style="list-style-type: none"> • <i>Minimum Space:</i> One rack-unit TZS 2,000,000 • Bandwidth : 1,850,000 per Mbps per year • Additional space shall be charged as multiple of the minimum space.
	Application hosting services	Yes	Computing (Processors, RAM), Storage, platform upgrades, etc.	<ul style="list-style-type: none"> • <i>Minimum Specifications:</i> One (1) processor core + 4GB RAM + 100GB: TZS 1,750,000 per year. • Additional requirements shall be charged as multiple of the minimum specifications.
11	Websites hosting services	Yes	Computing (Processors, RAM), Storage, platform upgrades, etc.	<ul style="list-style-type: none"> • Annual Fee: TZS 700,000 (includes SSL Certificates for one sub-domain and 10GB storage) • Additional storage: TZS 3,500 per GB per year.
12	Standard Secure Socket Layer (SSL) Certificate	Yes	Number of domains/subdomains	<ul style="list-style-type: none"> • Annual Fee: Single domain TZS 480,000 per domain per year • Annual Fee: Multi-domain TZS 1,100,000 for a maximum of 4 domains/subdomains.
13	Government Network (GovNet)	Yes	Number of sites and bandwidth size	Operation, Administration and Management fee: TZS 1,550,000 per year per site per Mbps
14	Domain	Yes	Number of	TZS 25,000 per domain per

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No	Proposed Service	Chargeable (Yes/No)	Charging Criteria	Amount/Rate
	registration and hosting		domains	year.
15	Overseas Government Employee Travel Permit Request (e-Vibali)	No	N/A	N/A
16	e-Government Mobile Financial Transaction Services	Yes	Transactions	<ul style="list-style-type: none"> • TZS 65 per transaction. • Non-financial transaction fee: normal SMS price (see below).
17	SMS Push (Bulk SMS)	Yes	SMS Count	<ul style="list-style-type: none"> • TZS 15/SMS : Where SMS < 1,000,000 per month • TZS 13/SMS: Where SMS between (1,000,001 – 4,000,000) per month • TZS 10/SMS: Where SMS > 4,000,000 per month
	SMS Push (MT SMS)	Yes	Transaction	TZS 100
	SMS Pull (MO SMS)	Yes	Transaction	TZS 100
18	USSD Menu Hosting	Yes	Server Resource + Annual USSD Code Maintenance Fee	TZS 2,400,000

NOTE:

1. All the prices included in this schedule are taxes exclusive
2. Where Professional Fees are applicable, the unit (man-day) rate is TZS 300,000 payable to the Authority.

Dodoma,
22nd January, 2020

GEORGE H. MKUCHIKA,
*Minister of State-President's Office Public
Service Management and Good Governance*