YOUR  
LOGO

**COMPANY NAME**

DIGITAL CITIZEN-SERVICES PORTAL PROPOSAL

Prepared by:

**[Client Name]**

**[Contact information]**

**[Date]**

# Introduction

Thank you for considering [Your Company Name] for the development of a Digital Citizen Services Portal. We design user-friendly, secure, and scalable platforms that empower governments to deliver seamless digital services to citizens.  
  
This proposal outlines our plan to design, develop, and deploy a citizen-centric digital portal for [Client Name].

# Project Objectives

The primary goals are:  
  
- Centralize access to public services, applications, and information  
- Improve citizen experience and reduce administrative overhead  
- Enable secure authentication, data privacy, and self-service tools  
- Promote digital inclusion and 24/7 access to government resources

# Proposed Services

Our citizen portal development services include:  
  
- Needs assessment and user journey design  
- UI/UX prototyping and front-end development  
- Back-end integration with government databases and services  
- Identity management and cybersecurity  
- Deployment, training, and maintenance

# Scope of Work

Scope includes:  
  
- Requirement workshops and digital service mapping  
- Portal architecture and technical design  
- Development of service modules (e.g., permits, complaints, payments)  
- Testing, feedback loop, and accessibility compliance (WCAG)  
- Post-launch support and analytics integration

# Timeline

Proposed implementation timeline:

|  |  |  |
| --- | --- | --- |
| Phase | Description | Estimated Date |
| Discovery & Planning | Gather requirements and service mapping | [Start Date] |
| Design & Development | Build front-end and integrate systems | [Date] |
| Testing & Feedback | Conduct usability and functionality testing | [Date] |
| Deployment & Support | Launch portal and begin ongoing support | [Completion Date] |

# Pricing

Estimated cost breakdown for portal development and deployment:

|  |  |  |
| --- | --- | --- |
| Service | Description | Cost |
| Requirements & Design | Stakeholder workshops and UI/UX design | [Amount] |
| Portal Development | Front-end and back-end development | [Amount] |
| System Integration | APIs and secure database connections | [Amount] |
| Testing & Support | Quality assurance and go-live support | [Amount] |
| Total Estimated Fee |  | [Total] |

# About Us

[Your Company Name] is a civic tech and digital transformation firm with a strong track record in e-governance and public sector IT solutions.  
  
- Experience: [X] years building secure, scalable digital platforms  
- Expertise: API integration, cloud platforms, government workflows, citizen engagement  
- Mission: To make public services more accessible, efficient, and transparent

# Case Studies / Testimonials

Case Study: [Client Example]  
  
- Project: Digital portal for a municipal government  
- Outcome: 65% increase in online transactions and 40% reduction in in-person visits within 6 months  
  
Testimonial:  
“[Your Company Name] delivered a robust and intuitive platform. Our residents now interact with local government more efficiently than ever.” — [Client Contact]

# Terms and Conditions

Payment Terms: 40% upfront, 40% upon UAT approval, 20% post-launch.  
Service Scope: Includes planning, design, development, testing, and support.  
Client Responsibilities: Provide data access, designate contacts, and assist in service digitization.  
Adjustments: Scope or timeline changes must be confirmed in writing.

# Acceptance

To approve this digital citizen services portal proposal and initiate services, please sign below.  
  
Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Name: [Client Name]  
Title: [Title]  
Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_