

Website Development and Maintenance

Government of Gujarat
Science & Technology Department,
G.R. No.: WEB-2006-1178-IT
Sachivalaya, Gandhinagar
Dated: 19th September, 2007

READ: -

- (1) GR No.ITP-1099-585-ITD of General Administration Department dated 14.02.2000
- (2) GR No.ITP-1099-585-ITD of General Administration Department dated 16.02.2001
- (3) GR No.ITP-1099-585-ITD of General Administration Department dated 03.02.2001.
- (4) Gujarat Informatics Limited letter No.GIL/Webpolicy/457/SW/478, dated 11.05.2006

PREAMBLE:-

With the Internet gradually transforming the social and economic fabric of our communities, Government agencies worldwide are adopting e-Governance practices to enable a better and more transparent delivery of public services. Websites and Portals, with their ability to integrate disparate infrastructure and applications, have emerged as the logical front end for delivery of a wide variety of information and services to the citizens. A large number of government websites have been set up by various government organizations at state and district levels over the last few years. However, regular updation and maintenance of these websites has been a matter of concern to the government. In addition, with rapid improvement in technology and increased competition, the costs of website development and maintenance have gone down significantly. With a view to avail the benefits of this trend, it is necessary to frame a fresh policy by superseding all earlier GRs stated above.

RESOLUTION:-

- (1) State Government is pleased to decide that only following categories of organizations may have their individual websites while others should discontinue or suitably merge their websites with the websites of concerned line depts./heads of the depts.

- i. Secretariat Departments.
- ii. State Level Heads of Departments/Organizations.
- iii. Public Sector Units/Government Companies.

(2) Further, the State Government is also pleased to identify and register the following companies for Website Development/Maintenance (details of each company are as per **Annexure-1**).

- (1) M/s. Dev ITPL
- (2) M/s. CMC Limited
- (3) M/s. Cybersurf (India) Pvt. Ltd.
- (4) M/s. Adit Microsys Pvt. Ltd.
- (5) M/s. Indusa Infotech Services Pvt. Ltd.
- (6) M/s. Silver Touch Technologies Ltd.

(3) The following guidelines for selection of web developers for Website Development & maintenance would be observed by all government organizations:

(i) For Development of New Website/Major Modifications in the existing websites

- a) Normally an organization's website should include the minimum contents and features as mentioned in Annexure-3 of this G.R.
- b) For new Website Development all empanelled Web Developers as per Annexure-1 will be invited for developing the prototype of the website, which will be evaluated by the I.T. committee of the organization.
- c) The financial bid should be inclusive of creation, training of the personnels of the organization, operation & maintenance including uploading etc. Normally, website should be hosted at the state data center/server farm in Gandhinagar. However, in extraordinary circumstances web hosting may be arrange by the web developer and in that event only the cost of web hosting may also be part of the financial bid.
- d) Since the website development is a technical work of highly creative nature the IT committee of the organization may give 50 % weightage to the prototype presentation while balance 50 % weightage should

be given to the financial bid and L1 bidder should be finalized accordingly.

(ii) Website Maintenance

- For website maintenance the empanelled vendors will be asked to submit the financial bid based on the scope of work for website maintenance. The organization will award maintenance work to the L1 bidder.

(4) Role of Gujarat Informatics Limited (GIL):

Government organization may take their own decision about the web development or maintenance in the I.T. Committee of the department/HoD declared vide GR No.TSP-2004-808-DST, dated 30.07.2004 wherein representative of GIL may be invited for technical guidance.

- i. If GIL is engaged for the website related job under this GR, they will define the standards in technology / platform, database, coding, support of Gujarat language, security, system documentation, manuals etc. Standardization is vital to ensure seamless sharing of information and resources in multiple platform/technology /vendor environments.
- ii. Government organization may consult GIL on standardization issues for website development.
- iii. GIL will help the Government departments/organizations in finalizing the objective and scope of website development / maintenance, inviting the empanelled vendors for presentation of prototype websites, technical evaluation of prototype website and finalizing the successful vendor.
- iv. GIL will coordinate the website development activities between the department and the vendors participate in the various presentations for finalizing the conceptualization of website and final prototype website in consultation with the Government department/organization.
- v. GIL will also technically evaluate and test the final website.

- vi. For website maintenance, GIL will help in finalizing the scope of website maintenance and negotiating the rates with the successful vendor.
- vii. GIL will help the Government departments/organizations to ensure that the vendors adhere to the design guidelines.
- viii. All the Government departments / Organizations as far as possible will use Server Farm for hosting their websites.
- ix. GIL will charge 3% of the contract value for website development charges/maintenance charges. GIL will raise the invoice for 1% of the website after the successful vendor has been finalized and remaining 2%, after the website has been launched successfully. In case of website maintenance, GIL will raise invoice towards their 3% charges after the work is awarded to successful bidder.

(5) Terms of Payment:-

New Website Development/Major modifications in the existing websites:

- 30% After conceptualization of the whole website
- 40% Successful uploading and installation of Website on User's Platform and generation of test reports as well as submission of Systems manual and user's manual (operational manual) in two Sets and training to employees of Organization.
- 30% After 2 months of successful completion of the work Implementation report and handing over of all source code, meta data, licenses certification etc. to the organization or their authorized representative.

(6) Annual Maintenance / management of Website:-

For the AMC/ Annual management of existing websites, payment will be made directly by the Government department / organization on quarterly basis to the selected vendor after verifying the satisfactory performance by the selected vendor. If any deductions are to be made due to non-satisfactory performance by the vendor, the same will be deducted from the

quarterly payments. The amount of deductions will be decided by the I.T. Committee of Government department / organization.

(7) Warranty for New Website Development/Major modification in the existing website:-

- i. If any module of developed software gives continuous trouble and runtime or logical errors during the warranty period, the service provider shall rectify the problems without any additional cost to the client organization.
- ii. Maintenance Service:
 1. Free Software maintenance services shall be provided by the service provider during the period of **warranty for 36 months.**
 2. The maximum response time for complaint from any of the destination shall not exceed 24 hours.
 3. In case software is not usable beyond the stipulated maximum downtime the service provider will be liable for a penalty of Rs.500 per day. The amount of penalty will be recovered from the Performance security during the warranty period.

After 3 years of warranty, the Government department/offices may enter into Annual Maintenance / management contract after following the procedure and guidelines mentioned in this GR.

(8) Performance Security

A Performance Security will be signed by the supplier as per the enclosed Form at **Annexure-2** for the 10% of the total contract amount within 15 days of receiving the Letter of Intent (LoI).

(9) Award of Contract:

The Government department / organization will sign the contract with the successful vendor for website development / maintenance within 15 days of LoI.

This issues with the concurrence of Finance Department dated:20/06/2007 on this file of even number.

By order and in the name of the Governor of Gujarat.



(Prakash A. Patel)
Under Secretary
Science & Technology Department

To,

The Secretary to the Governor, Raj Bhavan, Gandhinagar.
The Principal Secretary to the Chief Minister.
The Personal Secretaries to all Ministers.
The Personal Secretary to the Leader of Opposition Party in Gujarat Legislative Assembly, Gandhinagar.
Managing Director, Gujarat Informatics Ltd., Gandhinagar.
National Informatics Center, Block No.13, New Sachivalaya, Gandhinagar.
All Secretariat Department.
The Secretary, Gujarat Vigilance Commission, Gandhinagar.
The Secretary, Gujarat Public Service Commission, Ahmedabad.
The Secretary, Gujarat Legislature Secretariat, Gandhinagar.
The Registrar, Gujarat High Court, Ahmedabad.
The Secretary, Gujarat Civil Services Tribunal, Gandhinagar.
All Heads of Department.
All Heads of Office.
All Collectors.
All D.D.Os.
The Accountant General, (A&E),Gujarat, Post Box No.220, Rajkot.
The Accountant General (A&E), Gujarat, Ahmedabad branch, Ahmedabad.
The Accountant General(Audit)-1, Gujarat, M.S.Building, Ahmedabad.
The Director of Accounts & Treasuries, Gandhinagar.
All Treasury Officer.
Al Pay & Accounts Officers, Ahmedabad/Gandhinagar.
Resident Audit Officer, Ahmedabad/Gandhinagar.
Select file, S& T Deptt. /19092007(1)

Annexure -1

A list of registered vendors for the Website Development.

1. **M/s Silvertouch Technologies Ltd.**
109, Shreeji Chambers,
Nr. Cargo Motors,
CG Road,
Ahmedabad-06
Tel. : +91 - 79 - 2644 35 15, 2656 86 08, 2640 42 94
Fax : +91 - 79 - 2656 16 24
Email: info@silvertouch.com
2. **M/s Cybersurf (India) Pvt. Ltd**
301-302 J.P. Complex,
Opp. CN School,
Ambawadi,
Ahmedabad-06
Ph: +91-79-30919492
Fax: +91-79-26402371
Website: www.cybersurfindia.com
3. **M/s Adit Microsys Pvt. Ltd.**
502, Shapath-II,
Opp. Rajpath Club,
SG Highway,
Ahmedabad-15.
Ph: 55613045-6-7
Fax: 079-55613048
4. **M/s Dev ITPL**
F-1, Janpath Apt.,
B/s Sahajanand College,
Ambawadi,
Ahmedabad-380015
Tel : +91-79-6305751
Fax: 079-26308854
Email : info@devitpl.com
Website: www.devitpl.com
5. **M/s Indusa Infotech Services Pvt. Ltd.**
2nd Floor,
GNFC Infotower,
SG Highway,
Ahmedabad-54
Ph: +91-79-6854666/67
Fax: +91-79-6854668
Website: www.indusa.com
6. **M/s CMC Limited**
6th floor, Premier House-1,
Plot-406/2,
Bodakdev,
SG Highway,
Ahmedabad.
Tel: +91-79-2685 54808/2/3/4
Fax: +91-79-2685 5175

Annexure-2

PERFORMANCE SECURITY FORM

To:

(Name of Client)

WHEREAS

(Name of Service provider) hereinafter called "service provider" has undertaken, in pursuance of Contract No. _____ date _____ to render _____ (Description Services) hereinafter called "the Contract". AND WHEREAS it has been stipulated by you in the said Contract that the service provider shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the service provider's performance obligations in accordance with the Contract. AND WHEREAS we have agreed to give the service provider a Guarantee: WE, THEREFORE, hereby affirm that we are Guarantors and responsible to you, on behalf of the service provider, up to a total of _____ (Amount of the Guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the service provider to be in default under the Contract and without cavil or arguments, any sum or sums within the limit of _____ (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand of the sum specified therein.

This guarantee is valid until the _____ day of _____

Signature and Seal of Guarantors

Date _____

Address _____

Annexure-3

(a) The Web-site should have following features/contents:-

Mission, Vision, Objectives Client Charter	Website will clearly indicate the subjects assigned to the organization, its Mission, Vision, objectives, its Citizens' / Client Charter. It will also carry the messages of the Minister and Secretary, if any. Roadmap of how it intends to achieve various objectives and envisaged outcomes may also be given.
Organizational Set-up and Directory	The website will prominently display the logo of Govt. of Gujarat and the name of Department/organization. The organizational set up with sufficient clarity, containing the details of functional responsibilities entrusted to various Offices / Officers within the Government departments/Organizations. The comprehensive and complete list of Attached and Subordinate Offices with links to their Websites needs to be provided. It will have a complete directory with names, designations, e-mail addresses, telephones numbers and postal addresses of Minister, Secretary, Heads of Departments/ Directorates, Divisions, Field Offices, Departmental and Public Sector Undertakings, Nodal Officers for Public Grievances, Citizen charters.
Functions	Website will contain a comprehensive functional map of the Department, subjects dealt alongwith designation of officers concerned, subjects assigned to Attached and Subordinate Offices, rules, procedures, important studies conducted etc. Department may also enclose the list of achievements and milestones and other important events as it may deem fit. The list of publications brought out by the Department will also be displayed with associated links for viewing/ downloading such published material. Periodicals, if any, will also be displayed prominently
Constitutional, Legal and Administrative Framework	Acts, Rules, Gazette Notifications, Statutory Orders, Important Judicial pronouncements, Notifications, Handbooks, Guidelines, Instructions, Compendium of Circulars etc
Plan, Schemes, Programmes and Websites	Information related to the 5 year plan, Annual Plans and Budget of the Department or Organization with details of Schemes, Programmes, Websites, Externally aided Websites, Central Schemes, Centrally Sponsored Schemes etc Brief details of envisaged outcomes, resource allocations, modalities, delivery mechanisms, performance monitoring, ongoing programme evaluation/ assessments, midterm interventions, critical success factors, involvement of stakeholders, inviting feedbacks/ suggestions etc will also be mentioned.

Services offered	<p>Website will clearly show the services offered online or through various Offices/ facilitation counters etc being run by the Department, the target beneficiaries, relevant rules, procedures, eligibility criteria, what is expected of Citizens/ clients and such other relevant information which would facilitate the Citizens/ Clients to avail such services.</p> <p>Discussion forums, theme based chat with Minister/ Senior Officers may also be provided.</p>
Publications and Reports	Annual Reports, White papers, Plan reviews, Statistical reports
Feedback Mechanism	Website will be interactive and will have a mechanism to enable the visitors to give their feedback.
Notice Board, what is new, Announcements, Press Releases, Tenders, Procurement and Disposal	<p>Website will have a Notice Board which will prominently display the latest developments, current events, future programmes, information relating to new publications brought out by the organization. It will also contain information about the seminars, workshops etc. to be held in future and new appointments at senior level.</p> <p>Press releases, Notices for tenders/ RFPs, procurement and disposal or vacancy etc will also be displayed in this section. The organization will put up all tender notices, vacancies etc on the Web-site simultaneously with the normal procedure.</p>
Advertisement Public Relations and Promotion	Advertisement and promotional messages/ literature relating to the Department may be provided / published through the web site.
Approved NGOs/ Stakeholders	Details of Collaborating Government departments/Organizations/ Institutions and Stakeholders along with approved NGOs may be displayed
Search Engine	Website will have Search Engine to enable the users locate and access information / contents with ease.
Collaborative features for asynchronous information exchange, knowledge sharing.	The Ministry/ Department should examine the feasibility of providing features that enable users from other government Ministries/ Departments, States, Undertakings and other Govt. as also Non Govt. Organizations to exchange information and experiences in an asynchronous manner.
FAQ and Help	The Department should also consider putting up relevant information under an active link titled "Frequently Asked Questions (FAQ)" providing details in significant areas of focus.

Current Events Calender	Details of forthcoming events/ meetings, conferences, programmes and other activities scheduled during the quarter/ year may be indicated
Archives	Web-site will display original contents and their amended version with date of amendment.
Personnel	Cadres, Civil list, Employees Corner and related information
Other features	Any other feature which the Ministry/ department may deem fit and which are specific to the Ministry/ Department concerned.

(b) WEBSITE FEATURES:

The website should have the following essential features.

Bilingual Support	The content will be both in English and Gujarati.
Site Map	Site Map is provided for navigation support
Consistency	Uniform look and feel is maintained in all web pages
Access	Access to contents is logical and intuitive
Layout of Menu, icons & Hyperlink	The organisation of hyperlinks on the homepage and in the interior pages to intuitively reflect the significance of the information or service associated with the link. Floatable and collapsible menus for effective use of space and icons providing cue to hyperlink contents are to be used effectively
Search Engine	To facilitate the users locate and access information / contents with ease
Content Structure	Contents may be organised meaningfully with appropriate metatag / labling scheme interfacing with an appropriate uniform electronic record management system adopted in the organisation with features such as version control, information on ownership, storage location, file number, keywords, context description etc

(c) Some of the other desirable features of the website are as following:

- (i) Information is available with minimal no. of clicks and the location of the user at any given point while navigating through the site is visually displayed to him
- (ii) Site is stable and reliable with predictable behavior of hyperlinks and menus
- (iii) Site Management/System Administration tasks are facilitated with built in exception reporting, escalation features in the software
- (iv) Website does not enforce client side requirements/ efforts other than use of browsers.
- (v) Site is well organized and navigation is clear and consistent.

(vi) Advanced security analysis and mechanisms such as port scans, Trojan sweeps, vulnerability profiles, firewall setups, network sniffers, software & application faults, e-mail vulnerabilities, database & human interface weaknesses etc are incorporated in the standard operating procedures.

(d) The service Provider may be required to provide any or all of the following services, including additional services.

- (i) The homepage design must clearly specify the role of the Department.
- (ii) The site must be navigable easily.
- (iii) Colors should be live and attractive.
- (iv) Graphics download should be fast.
- (v) The Menu - Sub-Menu structure should be attractive and convenient
- (vi) The arrangement of contents should be neat and clear.
- (vii) The web site must follow open standards to the largest degree possible, in particular XML and Web services
- (viii) The web site must be built with all the security features incorporated. The detailed document of the web site security architecture and features will have to be prepared by successful bidder.
- (ix) The web site must be built with proper authentication/authorization scheme for accessing secured content/applications.
- (x) Every page of content should have a self triggering updation cycle. This will ensure that the content is updated when it should be updated.
- (xi) The software should facilitate dynamic updation of web-pages using asp/jsp, JavaScript or such other programming languages using database interfaces wherever necessary and capturing records to the extent possible at the stage of their creation.
- (xii) Meta tags should be used in such a way that the public evaluation of any website can be conducted.
- (xiii) Primarily this should take care of itself if website has appropriate content placed and crawlable. Most of the dept. websites (esp Gujarati) is not crawled by search engines because they do not understand the fonts. The other important thing is to adhere to standard web guidelines.
- (xiv) Gujarati language support should be Unicode compliant.
- (xv) Dynamic fonts should be used so that user need not download for read only facility.

- (xvi) All website should use some or other form of Content Management System.
- (xvii) With Right to Information in place, all website site/content structure should be evolved on the basis of RTI
- (xviii) Website should be able to target devices like PDAs and mobiles.
- (xix) All websites of the state to have links to all other websites in useful link sections
- (xx) All websites should be registered as independent domains rather than sub domains
- (xxi) Training to Departmental officials.
- (xxii) The web application design and its implementation may envisage seamless integration of other legacy applications through web enabled interface modules and appropriate workflow process for seeking content approval through required levels of scrutiny
- (xxiii) The website will need to have features that can provide basic statistics of use or to report on errors, set access/ privileges and help in maintenance and management of the Web-site.
- (xxiv) Facility for measuring the Number of hits to the site must be provided, and a monthly report on the number of hits to the site may be provided to the concerned CIO on a monthly basis
- (xxv) It will also be necessary to conceptualize the manner in which further revision in the software to enable insertion of new features, deletion of unwanted links, reorganizing lay-out, cross referencing content for navigation or other such design aspects and procedures associated with such revision may be carried out easily.
- (xxvi) The following facilities can be incorporated:
 - Search Engine
 - Option for User Queries and response (Provision for mailing to the Secretary or any other authority specified by the Department)
 - User Feedbacks
 - Help Wizards for Citizens/Online help features/online complaint registration
 - Links to useful Govt. Web sites and related Departmental Web sites
 - Multi lingual facility
- (xxvii) Details of public information not published on the Web must be able to be discovered on the Web. A brief summary must be provided together with details on how to access a copy via email, telephone or mail