RFP for
Content Management Services

DEPARTMENT OF
INFORMATION TECHNOLOGY
Government of NCT of Delhi
B-Wing, 9th floor
Delhi Secretariat
New Delhi – 110002

http://www.it.delhigovt.nic.in
**Document Control Sheet**

<table>
<thead>
<tr>
<th>Application No.</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of the Company</td>
<td>IT Department, GoNCT Delhi</td>
</tr>
<tr>
<td>Date of issue</td>
<td>9th August 2007</td>
</tr>
<tr>
<td>Date and Time for Pre-Bid Conference</td>
<td>14th September 2007 at 3:00 pm</td>
</tr>
<tr>
<td>Venue of Pre-Bid Conference</td>
<td>Conference Hall No 3, Level 2, Delhi Secretariat, New Delhi-110002</td>
</tr>
<tr>
<td>Last Date and Time for Receipt of Proposal</td>
<td>5th October 3:00 pm</td>
</tr>
<tr>
<td>Date and Time of Opening of Technical Bids</td>
<td>5th October 2007 at 4:00 pm</td>
</tr>
<tr>
<td>Place of Opening of Bids</td>
<td>Conference Hall of IT Department, Room No. 902, B Wing, Level 9, IT Department, Delhi Secretariat, New Delhi 110002</td>
</tr>
<tr>
<td>Address for Communication</td>
<td>IT Department, B Wing, Level 9, IT Department, Delhi Secretariat, New Delhi 110002</td>
</tr>
</tbody>
</table>

Note: This bid document is not transferable.

Sd/-

Secretary IT
Disclaimer

The information contained in this Tender Document or subsequently provided to Bidder(s) or Applicants whether verbally or in documentary form by or on behalf of Secretary, Department of Information Technology or any of their employees or advisors, is provided to the Bidder(s) on the terms and conditions set out in this Tender Document and all other terms and conditions subject to which such information is provided.

This Tender Document is not an agreement and is not an offer or invitation by the Secretary, Department of Information Technology to any party other than the Applicants who are qualified to submit the Bids ("Bidders"). The principle of this Tender Document is to provide the Bidder(s) with information to support the formulation of their Proposals. This Tender Document does not purport to contain all the information each Bidder may entail. This Tender Document may not be apposite for all persons, and it is not possible for the Secretary (IT), their employees, or advisors to consider the investment objectives, financial situation, and particular needs of each Bidder who reads or uses this Tender Document. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this Tender Document and where necessary obtain independent advice from appropriate sources. The Secretary (IT), their employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the precision, reliability or completeness of the Tender Document. The Secretary IT may in their absolute discretion, but without being under any obligation to do so, update, improve or supplement the information in this tender document.
# Table of Contents

Section 1: Introduction .................................................................................................................. 9
  1.1 Preface ................................................................................................................................. 9
  1.2 Objective............................................................................................................................. 9
  1.3 Definitions and Abbreviations Used .................................................................................... 9

Section 2: Invitation for Bids ....................................................................................................... 10
  2.1 Bids For ............................................................................................................................... 10
  2.2 Due Diligence ....................................................................................................................... 10
  2.3 Cost of Bidding .................................................................................................................... 10
  2.4 Content of Bidding Document ........................................................................................... 10
  2.5 Clarification of Bidding Documents .................................................................................... 11
  2.6 Amendment of Bidding Documents .................................................................................... 11

Section 3: Instruction to Applicants............................................................................................ 12
  3.1 Preparation of Bids ............................................................................................................... 12
    3.1.1 Language of Bid .............................................................................................................. 12
    3.1.2 Documents Constituting the Bid .................................................................................... 12
      3.1.2.1 Technical Bid............................................................................................................ 12
      3.1.2.2 Financial Bid .......................................................................................................... 12
      3.1.2.3 Bid Security ............................................................................................................ 12
      3.1.2.4 Undertaking ............................................................................................................ 13
    3.1.3 Bid Prices ....................................................................................................................... 13
      3.1.3.1 Prices in the Price Schedule ................................................................................... 13
      3.1.3.2 Separation of Price Components ........................................................................... 13
      3.1.3.3 Fixed Price ............................................................................................................. 13
      3.1.3.4 Bid Currencies ....................................................................................................... 13
    3.1.4 Bid Security .................................................................................................................... 14
      3.1.4.1 Amount of Bid Security ........................................................................................ 14
      3.1.4.2 Currency of Bid Security ....................................................................................... 14
      3.1.4.3 Requirement of Bid Security ............................................................................... 14
      3.1.4.4 Rejection of Bid ...................................................................................................... 14
      3.1.4.5 Discharge of Security Bid of Unsuccessful Bidder ............................................... 14
      3.1.4.6 Discharge of Security Bid of Successful Bidder ................................................... 14
      3.1.4.7 Forfeiture of Bid Security .................................................................................... 14
    3.1.5 Period of Validity of Bids ................................................................................................ 15
      3.1.5.1 Validity Period ......................................................................................................... 15
      3.1.5.2 Extension of Period of Validity .............................................................................. 15
    3.1.6 Format and Signing of Bid .............................................................................................. 15
      3.1.6.1 Number of Copies of Bid ...................................................................................... 15
      3.1.6.2 Authentication of Bid ........................................................................................... 16
      3.1.6.3 Validation of interlineations in Bid ...................................................................... 16
3.1.7 Sealing and Marking of Bids .......................................................... 16
3.1.7.1 Enclosing of Bid ............................................................... 16
3.1.7.2 Mailing Address for Bids .................................................. 16
3.1.7.3 Responsibility of Client ...................................................... 17
3.1.8 Rejection of Bid ........................................................................ 17
3.1.9 Deadline for Submission for Bids .............................................. 17
3.1.10 Last date for Submission ........................................................... 17
3.1.11 Extension for Last date for Submission ..................................... 17
3.1.12 Late Bids ............................................................................... 18
3.1.13 Modification and Withdrawal of Bids ....................................... 18
3.1.13.1 Written Notice .................................................................. 18
3.1.13.2 Signing and Marking of Notice ............................................ 18
3.1.13.3 Last Date for Notice .......................................................... 18
3.1.14 Bid Opening and Evaluation of Bids ......................................... 18
3.1.14.1 Opening of Technical Bids ................................................ 18
3.1.14.2 Announcement of Bids ...................................................... 19
3.1.14.3 Bids Not Considered For Evaluation .................................. 19
3.1.14.4 Opening of Financial Bids ................................................ 19
3.1.14.5 Announcement of Bids ...................................................... 19
3.1.14.6 Clarification of Bids ........................................................... 20
3.1.15 Preliminary Examination .......................................................... 20
3.1.15.1 Completeness of Bids ....................................................... 20
3.1.15.2 Rectification of Errors ...................................................... 20
3.1.15.3 Rejection of Bid ................................................................ 20
3.1.15.4 Evaluation and Comparison of Bids .................................... 21
3.1.16 Contacting the Client ............................................................... 23
3.1.16.1 Contact by Writing ............................................................ 23
3.1.16.2 Rejection of Bid ................................................................ 23
3.2 Award of Contract ........................................................................ 24
3.2.1 Client’s right to accept any Bid and to reject any Bid or all Bids .... 24
3.2.2 Notification of Award ............................................................... 24
3.2.3 Signing of agreement ............................................................... 24
3.2.4 Discharge of Bid Security ........................................................ 24
3.2.5 Expenses for the Contract ....................................................... 24
3.2.6 Failure to abide by the Agreement ............................................ 25
3.2.7 Performance Guarantee .......................................................... 25
3.2.7.1 Period for Furnishing Performance Guarantee .................... 25
3.2.8 Terms of Payment ................................................................... 25
3.2.9 No Claim Certificate ............................................................... 27
3.2.10 Suspension ............................................................................ 28
3.2.11 Annulment of Award ............................................................. 28
3.2.12 Warranty ............................................................................... 28
3.2.13 Service Location and Work Space .......................................... 31
3.2.14 Human Resource, Organisation and Staffing ......................... 31
3.2.15 Right to Refuse Personnel
3.2.16 Audit
3.2.17 Standard of Performance
3.2.18 Time for Implementation of the Project
3.3 Delays in the Vendor’s Performance
3.4 Confidentiality
3.4.1 Confidentiality of Records
3.5 Period of Contract
3.6 User Acceptance Test and Quality Check
3.7 Termination of Contract
3.7.1.1 Termination for Default
3.7.1.4 Termination for Insolvency, Dissolution etc
3.7.1.5 Termination for Convenience
3.8 Sub Contracting
3.9 DoIT, GoNCT Delhi’s Ownership of Work Products
3.10 Vendor’s Proprietary Products
3.11 Exit Management Schedule
3.11.1 Purpose
3.11.2 Cooperation and provision of information
3.11.3 Confidential Information, Security and Data
3.11.4 Employees
3.11.5 General Obligation of the Vendor
3.11.6 Exit Management Plan
3.11.7 Force Majeure
3.11.8 Arbitration and Jurisdiction
3.11.9 Liquidated Damages
3.11.10 Blacklisting
3.11.11 No Claim Certificate

Section 4: Scope of Work
4.1 Background
4.2 Present Scenario
4.3 Expectations from the Vendor
4.4 Scope of Work
4.5 Project Objectives
4.6 Project Benefits
4.7 Detailed Scope of Work
4.7.1 Portal Platform
4.7.1.1 Portal Components
4.7.1.2 Authentication Services
4.7.1.3 Portal Functions
4.7.1.4 Portal Key Features
4.7.1.5 Content Management Features
4.7.2 Part 1 - Information Integration
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.7.2.1 Part 1a &amp; b- Design Citizen Portal and Intranet GUI</td>
<td>67</td>
</tr>
<tr>
<td>4.7.2.2 Part 1c- Standardize Design of All Websites</td>
<td>68</td>
</tr>
<tr>
<td>4.7.3 Part 2 – Training</td>
<td>70</td>
</tr>
<tr>
<td>4.7.4 Part 3 – Support, Maintenance and Measuring Success</td>
<td>70</td>
</tr>
<tr>
<td>4.7.4.1 Technical Support</td>
<td>71</td>
</tr>
<tr>
<td>4.7.4.2 Portal Management, Reporting Services and Measuring Success</td>
<td>71</td>
</tr>
<tr>
<td>4.7.5 Part 4 - Content for National Portal of India (NPI)</td>
<td>73</td>
</tr>
<tr>
<td>4.7.5.1 Part 4(a) – NPI – Content Provisioning</td>
<td>74</td>
</tr>
<tr>
<td>Part 4(b) – NPI – Updation / Review of NPI Content</td>
<td>74</td>
</tr>
<tr>
<td>4.7.5.3 Overall Roles and Responsibilities of the Content Service Providers (CSP):</td>
<td>75</td>
</tr>
<tr>
<td>4.8 Project Phase wise Deliverables</td>
<td>76</td>
</tr>
<tr>
<td>4.9 Portal Documentation</td>
<td>77</td>
</tr>
<tr>
<td>4.10 Portal Testing</td>
<td>78</td>
</tr>
<tr>
<td>4.11 Responsibility of the DoIT</td>
<td>78</td>
</tr>
<tr>
<td>Appendix – I: Contents and Format of Technical Bid</td>
<td>79</td>
</tr>
<tr>
<td>Form – 1: Format of Cover Letter</td>
<td>83</td>
</tr>
<tr>
<td>Form – 2: Bid Application Sheet</td>
<td>88</td>
</tr>
<tr>
<td>Form – 3: Format of Power-of-Attorney</td>
<td>89</td>
</tr>
<tr>
<td>Form – 4: Undertaking</td>
<td>91</td>
</tr>
<tr>
<td>Form – 5: Warranty</td>
<td>92</td>
</tr>
<tr>
<td>Form – 6: Roles and Responsibilities</td>
<td>93</td>
</tr>
<tr>
<td>Form – 7: Performance Statement</td>
<td>94</td>
</tr>
<tr>
<td>Form – 8: Project Team Details</td>
<td>95</td>
</tr>
<tr>
<td>Appendix – II: Pre-Qualification Criteria</td>
<td>96</td>
</tr>
<tr>
<td>Appendix - III: Content and format of Financial Bid</td>
<td>100</td>
</tr>
<tr>
<td>Appendix – IV: List of Delhi Government Websites</td>
<td>102</td>
</tr>
<tr>
<td>Appendix – V: Technical Requirements</td>
<td>105</td>
</tr>
<tr>
<td>1. Implementation Approach</td>
<td>105</td>
</tr>
<tr>
<td>2. Software Development Life Cycle Processes</td>
<td>105</td>
</tr>
<tr>
<td>3. System Security</td>
<td>106</td>
</tr>
<tr>
<td>4. Security &amp; Audit Requirements for Hosting on NIC</td>
<td>106</td>
</tr>
<tr>
<td>5. Portal Technical Documentation</td>
<td>107</td>
</tr>
</tbody>
</table>
a. Category 1: Hardware, other devices and network and connectivity.. 107
b. Category 2: Software ........................................................................ 108
6. Technical Requirements .................................................................... 108

Appendix – VI: Portal Architecture ...................................................... 110
Appendix – VII: Portal Reports .............................................................. 111
Appendix VIII: Minimum Content for National Portal ....................... 111
Section 1: Introduction

1.1 Preface

Delhi, the capital city of India, is a special union territory jointly administered by the Central and the state governments and three local bodies. The city’s government provides more than 500 different services through 200+ department/agencies/autonomous bodies. Delhi is the sixth most populous metropolis in the world with a population of 15.3 million (2005 figure). All these aspects bring in complexities in administration and control like no other state or union territory of India. With multiple departments and agencies managing the state the citizen encounters difficulties in gaining particular G2C services, what are the procedural requirements, etc.

The State Government recognizes the importance of Information Technology and lays a strong emphasis on its use in functioning of Government Departments and government-citizen interface. http://delhigovt.nic.in web portal delivers information about city services through an online channel. The portal provides a single point of information and interaction, with the state government for all residents, visitors and businesses.

1.2 Objective

The objective is to provide Delhi Government Portal – Content Management Services and further enhancing the existing portal http://delhigovt.nic.in.

1.3 Definitions and Abbreviations Used

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DoIT</td>
<td>Department of Information Technology</td>
</tr>
<tr>
<td>GoNCT Delhi</td>
<td>Government of National Capital Territory Delhi</td>
</tr>
<tr>
<td>CMS</td>
<td>Content Management System</td>
</tr>
<tr>
<td>CSP</td>
<td>Content Service Provider</td>
</tr>
<tr>
<td>NPI</td>
<td>National Portal of India</td>
</tr>
<tr>
<td>NPC</td>
<td>National Portal Coordinator</td>
</tr>
</tbody>
</table>
Section 2: Invitation for Bids

2.1 Bids For

2.1.1 This “invitation for bids” is for providing Delhi Government Portal – Content Management Services and further enhancing the existing portal [http://delhigovt.nic.in](http://delhigovt.nic.in).

2.1.2 Sealed offers prepared in accordance with the procedures enumerated in this document should be submitted to the IT Department on or before 5th October 2007 at 3:00 pm.

2.2 Due Diligence

2.2.1 The Bidder is expected to examine all instructions, forms, terms & conditions and specifications in the bidding document. The bid should be precise, complete and in the prescribed format as per the requirement of the bid document. Failure to furnish all information required by the bidding document or submission of a bid not responsive to the bidding documents in every respect will be at the Bidder’s risk and may result in rejection of the bid.

2.3 Cost of Bidding

2.3.1 The Bidder shall bear all costs associated with the preparation and submission of its bid and Secretary (IT), hereinafter referred to as "the Client", will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

2.4 Content of Bidding Document

2.4.1 The requirements, bidding procedures and contract terms are prescribed in the bidding documents. The bidding documents include:

- Appendix – I: Contents and Format of Technical Bid
- Appendix – II: Pre-Qualification Criteria
- Appendix - III: Content and format of Financial Bid
- Appendix – IV: List of Delhi Government Websites
Appendix – V: Technical Requirements
Appendix – VI: Portal Architecture
Appendix – VII: Portal Reports
Appendix VIII: Minimum Content for National Portal

2.5 Clarification of Bidding Documents

2.5.1 A prospective Bidder requiring any clarification of the bidding documents may notify the DoIT, GoNCT Delhi in writing to concerned personnel or e-mail. The following personnel may be contacted for these purposes.

<table>
<thead>
<tr>
<th>Name of the officer</th>
<th>Designation</th>
<th>Contact Particulars</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr. S.K. Behera</td>
<td>System Analyst</td>
<td>Tel.: 011-2339 2457</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fax: 011-2339 2402</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Email: <a href="mailto:sait.delhi@nic.in">sait.delhi@nic.in</a></td>
</tr>
</tbody>
</table>

2.5.2 The DoIT, GoNCT Delhi shall convene a pre-bid meeting on 14th September 2007 at 10:30 am to provide the clarifications. Further minutes of pre-bid meeting together with written copies of the DoIT, GoNCT Delhi’s response (including an explanation of the query but without identifying the source of the inquiry) will be uploaded at our website http://it.Delhigovt.nic.in.

2.6 Amendment of Bidding Documents

At any time before the deadline for submission of bids, the DoIT, GoNCT Delhi may, for any reason, whether at own initiative or in response to a clarification requested by a prospective Bidder, modify the bidding document by amendment.

2.6.1 All prospective Bidders who have received the bidding document shall be notified of the amendment in writing by e-mail and / or post, and all such amendments shall be binding on them. The amended bid document shall also be kept on the website http://it.Delhigovt.nic.in.

2.6.2 If required in order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, the DoIT, GoNCT Delhi, reserves the rights to extend the deadline for the submission of bids.
Section 3: Instruction to Applicants

3.1 Preparation of Bids

3.1.1 Language of Bid
The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the DoIT, GoNCT Delhi shall be written in English language only.

3.1.2 Documents Constituting the Bid
The bid prepared by the Bidder shall comprise the following components. The bids not conforming to the requirements shall be summarily rejected.

3.1.2.1 Technical Bid
Technical Bid will comprise Cover Letter, Bid Application Sheet, Performance Statement - Details of Similar Projects Done, Project Team Details, Implementation Schedule, Power of Attorney and Undertaking. Please note that no price schedule should be indicated in the Technical Bid and shall only be quoted in the Financial Bid. Refer Appendix I for the Technical Bid contents and formats.

3.1.2.2 Financial Bid
Financial Bid will comprise Cover Letter and Price Schedule. Cover Letter, Price Schedule should be completed in accordance with ITB Section 1, 2, 3, 4 and 5. Refer Appendix III for the Financial Bid contents and formats.

3.1.2.3 Bid Security
Bid security should be furnished in accordance with ITB Section 3.1.4 and 5.
3.1.2.4 Undertaking
An undertaking from the Bidder stating the compliance with all the conditions of the Contract and Technical Specifications of the Bidding Document since no deviation will be acceptable to the DoIT, GoNCT Delhi in accordance with ITB Form 4.

3.1.3 Bid Prices

3.1.3.1 Prices in the Price Schedule
The Bidder shall quote price in clear terms. Break up should abide by the Format for Financial Bid described in Appendix 3. The rates quoted should be inclusive of delivery of services at DoIT, GoNCT Delhi’s premises up to the satisfaction of client or client’s representatives. The aggregated price should be quoted in words also. The Financial Bids should strictly conform to the formats to enable evaluation of bids and special care may be taken that the bids having any hidden costs or conditional costs will be liable for straight rejection.

3.1.3.2 Separation of Price Components
The price components furnished by the Bidder in accordance with ITB Section 3 above will be solely for the purpose of facilitating the comparison of bids by the Client and will not in any way limit the Client’s right to contract on any of the terms offered.

3.1.3.3 Fixed Price
Prices quoted by the Bidder shall be fixed and no variation will be allowed under any circumstances. No open-ended bid shall be entertained and the same is liable to be rejected straightway.

3.1.3.4 Bid Currencies
Prices shall be quoted in Indian National Rupee.
3.1.4 Bid Security

3.1.4.1 Amount of Bid Security
Pursuant to ITB Section 2 & 3, the Bidder shall furnish, as part of its bid, a bid security in the form of Demand Draft / Bankers’ Cheque / Bank Guarantee drawn in favour of Secretary, Department of IT for an amount of Rs.1,25,000/- (One lakh twenty five thousand only) payable at Delhi.

3.1.4.2 Currency of Bid Security
The bid security shall be furnished in Indian National Rupees.

3.1.4.3 Requirement of Bid Security
The bid security is required to protect the Client against the risk of Bidder’s conduct, which would warrant the security’s forfeiture, pursuant to ITB Section 3.

3.1.4.4 Rejection of Bid
Any bid not secured in accordance with ITB Section 3 mentioned above, shall be rejected by the Client, without any further correspondence, as non-responsive.

3.1.4.5 Discharge of Security Bid of Unsuccessful Bidder
Unsuccessful Bidder’s bid security will be discharged / returned as promptly as possible but not later than 30 days after award of contract to the successful bidder, pursuant to ITB Section 3.

3.1.4.6 Discharge of Security Bid of Successful Bidder
The successful Bidder’s bid security will be adjusted against the performance guarantee upon the Bidder signing the Contract, pursuant to ITB Section 3.

3.1.4.7 Forfeiture of Bid Security
The bid security can be forfeited if a Bidder
Withdrawing its bid during the period of bid validity specified by the Bidder on the Bid Form or

- Does not accept the correction of errors pursuant to ITB Section 3 or

In case of the successful Bidder, if the Bidder fails

- To sign the Contract in accordance with ITB Section 3 or
- To furnish performance guarantee in accordance with ITB Section 3

3.1.5 Period of Validity of Bids

3.1.5.1 Validity Period
Bids shall remain valid for 180 days after the date of bid opening prescribed by the DoIT, GoNCT Delhi, pursuant to ITB Section 3. The DoIT, GoNCT Delhi holds the rights to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence.

3.1.5.2 Extension of Period of Validity
In exceptional circumstances, the DoIT, GoNCT Delhi may solicit the Bidder’s consent to an extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the bidder should be unconditional. The bid security provided under ITB Section 3 shall also be suitably extended. A Bidder may refuse the request without forfeiting the bid security. A Bidder granting the request will not be permitted to modify its bid.

3.1.6 Format and Signing of Bid

3.1.6.1 Number of Copies of Bid
The Bidder shall prepare one original and two spare copy of the Technical Bid separately, clearly marking each "Technical Bid – Original Copy" and "Technical Bid – Spare Copy", as appropriate. The Bidder shall prepare only one original copy of Financial
Bid, clearly marking it as "Financial Bid – Do not open with Technical Bid".

3.1.6.2 Authentication of Bid
The original and all copies of the bid shall be type written and shall be signed by a person or persons duly authorized to bind the Bidder to the Contract. The letter of authorization shall be supported by a written power-of-attorney accompanying the bid. Please refer Form 3 for the format of power-of-attorney for signing the bid. The person or persons signing the bid shall initial all pages of the bid, except for the un-amended printed literature.

3.1.6.3 Validation of interlineations in Bid
Any interlineations, erasures or overwriting shall be valid only if the person or persons signing the bid have authenticated the same with signature.

3.1.7 Sealing and Marking of Bids

3.1.7.1 Enclosing of Bid
The original and two spare copies of the Technical Bid shall be bound and placed in sealed envelopes clearly marking each "Technical Bid – Original Copy" and "Technical Bid – Spare Copy", as appropriate. The Financial Bid shall be placed in separate sealed envelope clearly marking it as "Financial Bid – Do not open with Technical Bid". The inner envelopes shall then be placed in an outer envelope.

3.1.7.2 Mailing Address for Bids
The inner and outer envelopes shall be addressed to the Client at the following address
   IT Department, Room No. 902,
   B Wing, Level 9, Delhi Secretariat,
   Vikas Marg, New Delhi 110002
   be marked “Bid for Content Management Services “
Do not open before 5th October 2007 at 4:00 pm.

Also indicate the name and address of the Bidder to enable the bid to be returned unopened in case it is declared "late".

3.1.7.3 Responsibility of Client
If the outer envelope is not sealed and marked as required by the ITB Section 3, the Client will assume no responsibility for the bid’s misplacement or premature opening.

3.1.8 Rejection of Bid
The Bid has to be submitted in the form of printed document. The bids submitted by Telex, fax or email bids shall not be entertained. Any condition put forth by the bidder non-conforming the bid requirements shall not be entertained at all and such bid shall be rejected.

3.1.9 Deadline for Submission for Bids
The Bids (both Technical and Financial) must be received by the Client, at the address specified under ITB Section 3, not later than 5th October at 3:00 pm.

3.1.10 Last date for Submission
In the event of the specified date for the submission of Bids being declared a holiday for the Client, the Bids will be received up to the appointed time on the next working day.

3.1.11 Extension for Last date for Submission
The Client may, at own discretion, extend this deadline for submission of bids by amending the bid documents in accordance with ITB Section 3, in which case all rights and obligations of the Client and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
3.1.12 Late Bids
Any bid received by the Client after the deadline for submission of bids prescribed by the Client, pursuant to ITB Section 3, will be summarily rejected and returned unopened to the Bidder. The Client shall not be responsible for any postal delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.

3.1.13 Modification and Withdrawal of Bids

3.1.13.1 Written Notice
The Bidder may modify or withdraw its bid after the bid’s submission, if the Client receives written notice of the modification or withdrawal, before the expiration of deadline prescribed for submission of bids.

3.1.13.2 Signing and Marking of Notice
The Bidder’s modification or withdrawal notice shall be prepared, sealed, marked and dispatched in accordance with the provisions of ITB Section 3. A duly signed withdrawal notice may also be sent by fax or post so as to reach the designated office before the expiration of deadline for submission of bids.

3.1.13.3 Last Date for Notice
No bid may be modified subsequent to the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of period of bid validity specified by the Bidder on the bid form. Withdrawal of a bid during this interval may result in the Bidder’s forfeiture of its bid security, pursuant to ITB Section 3.

3.1.14 Bid Opening and Evaluation of Bids

3.1.14.1 Opening of Technical Bids
The Client will open all Technical Bids, in the presence of Bidders’ representatives who choose to attend the Technical Bid opening on 5th
October 2007 at 4:00 pm at Conference Hall of IT Department, Room No. 902, B Wing, Level 9, IT Department, Delhi Secretariat, New Delhi 110002. The Bidder’s representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of Bid opening being declared a holiday for the Client, the Bids shall be opened at the appointed time and location on the next working day.

3.1.14.2 Announcement of Bids
The Bidder’s names, bid modifications or withdrawals and the presence or absence of requisite bid security and such other details as the Client at discretion may consider appropriate, will be announced at the opening. No bid shall be rejected at bid opening, except for late bids, which shall be returned unopened to Bidder pursuant to ITB Section 3.

3.1.14.3 Bids Not Considered For Evaluation
Bids (and modifications sent pursuant to ITB Section 3.) that are rejected during the bid opening process shall not be considered for further evaluation, irrespective of the circumstances.

3.1.14.4 Opening of Financial Bids
Financial Bids will be opened and compared after the technical evaluation has been completed for those Bidders whose technical bids reach the minimum standard needed for the task.

3.1.14.5 Announcement of Bids
The Financial Bids will be opened, in the presence of Bidders’ representatives who choose to attend the Financial Bid opening on date and time to be communicated to all the technically qualified Bidders. The Bidder’s representatives who are present shall sign a register evidencing their attendance. The name of Bidder, Bid Prices, Discount, etc. will be announced at the meeting.
3.1.14.6 Clarification of Bids
During evaluation of bids, the Client may at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing. If the response to the clarification is not received before the expiration of deadline prescribed in the request, the Client reserves the right to make his own reasonable assumptions at the total risk and cost of the Bidder.

3.1.15 Preliminary Examination

3.1.15.1 Completeness of Bids
The Client will examine the bids to determine whether they are complete, whether they meet all the conditions of the Contract and Technical Specifications and whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

3.1.15.2 Rectification of Errors
Arithmetical errors will be rectified on the following basis. If there is a discrepancy, between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words shall prevail. If the supplier does not accept the correction of errors, its bid will be rejected and its bid security may be forfeited.

3.1.15.3 Rejection of Bid
If a bid is not responsive and not fulfilling all the conditions it will be rejected by the Client and may not subsequently be made responsive by the Bidder by correction of the non-conformity.
### 3.1.15.4 Evaluation and Comparison of Bids

A two-stage procedure will be adopted for evaluation of proposals, with the technical evaluation being completed before the financial proposals being opened and compared. The technical proposal will be evaluated using the following criterion.

<table>
<thead>
<tr>
<th>EVALUATION CRITERIA</th>
<th>RANK</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.</strong></td>
<td></td>
</tr>
<tr>
<td>a. Company Competitiveness - Company History and Current Performance, Development &amp; Service Capability, Quality Management</td>
<td>2</td>
</tr>
<tr>
<td>b. Standards/Certifications - Software Development, SEI &amp; ISO</td>
<td>2</td>
</tr>
<tr>
<td>c. Bidders experience in working with centre and state governments, public sector in India/Abroad.</td>
<td>2</td>
</tr>
<tr>
<td>d. Bidder’s Average Turnover for last 3 years in area of web portal or web base software development</td>
<td>2</td>
</tr>
<tr>
<td>e. Experience in Web Based Service</td>
<td>2</td>
</tr>
<tr>
<td><strong>2. Human Resources</strong></td>
<td></td>
</tr>
<tr>
<td>a. Total Resources in Software Development</td>
<td>6</td>
</tr>
<tr>
<td>b. Details of project Team dedicated for this project - Technical Skill Sets, Experience in Similar Projects, Certifications relevant to the role described</td>
<td>6</td>
</tr>
<tr>
<td>c. CV of Project Manager dedicated for this project</td>
<td>3</td>
</tr>
<tr>
<td><strong>3. Vendor’s Approach, Technical Solution, Security, Capacity Requirements</strong></td>
<td></td>
</tr>
<tr>
<td>a. Vendor Approach</td>
<td>10</td>
</tr>
<tr>
<td>• Proposed methodology for implementation</td>
<td></td>
</tr>
<tr>
<td>• Concept Demo</td>
<td></td>
</tr>
</tbody>
</table>
### b. Proposed Technical Solution

The solution proposed by the bidder shall adopt citizen-centric approach and service-oriented architecture conforming to specifications in this RFP. The solution will be evaluated based on:

- Fulfillment of Functional Requirements
- Fulfillment of Interface Requirements

### c. Security

- Security – security architecture design and implementation/integration under IT Act of 2000 or any other relevant guidelines/laws nationally or internationally.
- Application and interface security

### d. Capacity Requirements

- Minimum Hardware Requirements – Host Environment
- Minimum Hardware Requirements – Client Environment
- Minimum Bandwidth Requirements
- Specify any pre-existing hardware or software (operating systems, databases or web servers) that the Portal must interface with, or run on.

### 4. Service Delivery

<table>
<thead>
<tr>
<th>a. Training Plan</th>
<th>2</th>
</tr>
</thead>
<tbody>
<tr>
<td>b. Training Material Samples</td>
<td>3</td>
</tr>
<tr>
<td>c. Change Management Plan</td>
<td>5</td>
</tr>
</tbody>
</table>

### 5. Post Implementation Support, Maintenance and Measuring Success

| 15 |

### 6. Reference Installations -

<p>| a. Bidder’s experience in providing similar | 5 |</p>
<table>
<thead>
<tr>
<th>Services Provided – Portal Design &amp; Development in Central, State Govt. PSU’s in India or abroad</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>b. Bidder’s experience in providing similar solutions, comparable in scope and magnitude of coverage, in terms of quality of work and compliance with performance schedules for which purposes, the committee may solicit references from previous clients including the GoNCT Delhi or any available sources, concerning the bidder’s record of past performance</td>
<td>5</td>
</tr>
</tbody>
</table>
3.2 Award of Contract

3.2.1 Client’s right to accept any Bid and to reject any Bid or all Bids
The Client reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time before the contract award, without thereby incurring any liability to the affected Bidder or Bidders.

3.2.2 Notification of Award
Before the expiry of the period of validity of the proposal, the Client shall notify the successful Bidder in writing by registered letter or by fax, that its bid has been accepted. The Bidder shall acknowledge in writing receipt of the notification of award and will send his acceptance to enter into agreement within seven (7) days.

3.2.3 Signing of agreement
The notification of the award shall constitute signing of the agreement. However, the Secretary (IT) may negotiate certain terms with successful Bidder before signing of the agreement. The signing of agreement will amount to award of contract and bidder will initiate the execution of the work as specified in the agreement.

3.2.4 Discharge of Bid Security
Upon the successful signing of the agreement, DoIT shall promptly request the Bidder to provide performance guarantee pursuant to ITB Section 3. On receipt of the performance guarantee DoIT shall prepare the contract agreement and discharge the bid security to unsuccessful bidders pursuant to ITB Section 3.

3.2.5 Expenses for the Contract
The incidental expenses of execution of agreement / contract shall be borne by the successful bidder.
3.2.6 Failure to abide by the Agreement
The conditions stipulated in the agreement shall be strictly adhered to and violation of any of these conditions will entail termination of the contract without prejudice to the rights of the DoIT with such penalties as specified in the Bidding document and the agreement.

3.2.7 Performance Guarantee

3.2.7.1 Period for Furnishing Performance Guarantee
Within 21 days of the receipt of notification of award from the Client, the successful Bidder shall furnish the performance guarantee at the rate 10% of total value of the contract in accordance with the Conditions of Contract, in the form of Bank Guarantee or Demand Draft / Bankers’ Cheque drawn in favour of “Department of IT” payable at Delhi. The bid security submitted by the successful bidder shall be adjusted against this amount and the balance amount, if any, needs to be paid if the successful bidder chooses to furnish the performance guarantee in the form Demand Draft / Bankers’ Cheque.

3.2.8 Terms of Payment

3.2.8.1 In consideration of the Services performed by the Tenderer under this Contract, the Department shall make to the Tenderer such payments and in such manner as provided in this Clause.

3.2.8.2 The payments made during the Contract shall be on account payments only. The adjustments of advance payment against final payment due to the Tenderer will be subject to the fulfillment by the Tenderer of all its liabilities and obligations under the Contract.

3.2.8.3 Payment will be for Part I to IV as detailed below: -
Payment for Part I - Information Integration
Payment for Part II - Training
Payment for Part III – Technical Support, Maintenance and Measuring Success
Payment for Part IV- Content for National Portal of India (NPI)

3.2.8.4 The payment to the Tenderer for the project will be provided under the Contract for Part I to IV as per the payment schedule specified herein below:

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Successful Operations for 1 month after completion of Part I</td>
<td>60% of total payment for Part I.</td>
</tr>
<tr>
<td>Successful Operations for 4 months after completion of Part I</td>
<td>20% of total payment for Part I.</td>
</tr>
<tr>
<td>After completion of warranty period</td>
<td>20% of total payment for Part I.</td>
</tr>
<tr>
<td>Part II - Successful Completion of Part II</td>
<td>100% charges for Part II</td>
</tr>
<tr>
<td>Part III - Support, Maintenance and Measuring Success - After successful completion of Part III in a quarter</td>
<td>Quarterly Payment</td>
</tr>
<tr>
<td>Successful Operations for 1 month after completion of Part IV (a)- Providing Content for NPI – Initial First Time Activity</td>
<td>60% of total payment for Part IV(a).</td>
</tr>
<tr>
<td>Successful Operations for 3 months after completion of Part IV (a) - Content Provisioning - Initial One Time Activity for NPI – Initial First Time Activity</td>
<td>40% of total payment for Part IV(a).</td>
</tr>
</tbody>
</table>
3.2.8.5 For release of these payments, the Tenderer shall present pre-receipted bills in triplicate for the payments due to him along with all necessary supporting documents.

3.2.8.6 For all the above Tasks I to II & IV (a) tenderer will be raise the bill after completion of the particular milestone.

3.2.8.7 The department of IT will make effort for bill payment within 30 days of submission of bill to the IT Department.

3.2.8.8 For the payment of Part III & IV (b) quarterly bill within 15 days after the completion of AMC period will be raised. No advance payment will be made for the AMC. Part III will be applicable only after the completion of warranty period.

3.2.8.9 In the event of termination of contract pursuant to Section III, the quantum of payment to be made to the Tenderer or the amount recoverable, as the case may be, shall be decided by the Department with regard to the work completed, expenditure incurred by the Tenderer (duly supported by adequate documents), payments already made by the Department etc. The decision of the Department in this regard shall be final and binding on both the parties i.e. the Tenderer and the Department.

3.2.9 No Claim Certificate
The qualified Bidder shall not, be entitled to make any claim, whatsoever, against the Client under or by virtue of or arising out of this contract nor shall the Client entertain or consider any such claim
after Bidder shall have signed a "no claim" certificate in favour of the Client in such forms as shall be required by the Client after the works are finally accepted.

3.2.10 Suspension
The Client may by a written notice of suspension, suspend all payments to the qualified Bidder under the contract, if the qualified Bidder failed to perform any of its obligations under this contract, (including the carrying out of the services) provided that the such notice of suspension:

- Shall specify the nature of the failure and
- Shall request the qualified Bidder to remedy such failure within a specified period from the date of issue of such notice of suspension.

3.2.11 Annulment of Award
Failure of the successful Bidder to comply with the requirement shall constitute sufficient ground for the annulment of the award and forfeiture of the bid security, in which event the Client may make the award to the next lowest evaluated Bidder or call for new bids.

3.2.12 Warranty

3.2.12.1 The Vendor shall warrant that the Portal Platform to be customized and the entire web portal and documentation to be designed, developed under the Contract is specifically designed and developed for the Department and based on the most recent and current techniques.

3.2.12.2 This warranty as per Appendix I, Form 5 shall remain valid for 1 year (12 months) after the successful implementation and acceptance by the Department.
3.2.12.3 The Department shall promptly notify the Vendor in writing of any claims arising under this warranty. Upon receipt of such notice, the Vendor shall, with all reasonable speed, remove the defect(s), without prejudice to any other rights which the Department may have against the Vendor under the Contract. Warranty support will be in accordance with the Agreement between Government of Delhi and Vendor.

3.2.12.4 Vendor will depute a resident engineer at DoIT for 6 months during the warranty period for the purpose of system administration & maintenance, trouble shooting, bug fixing and rectification or any other problems related to the portal. The CV of the proposed resident engineer will be given to DoIT for evaluation and confirmation in advance. The resident engineer will be deployed after this confirmation. Post 6 months, the support will be required ‘on call basis’.

3.2.12.5 If the Vendor, having been notified, fails to remedy the defect(s) within a reasonable period, as per response and resolution time defined in the table below and in any case takes more than 7 working days for resolution, the Department may proceed to take such remedial action as may be necessary, at the Vendor’s risk and expense and without prejudice to any other rights which the Department may have against the Vendor under the Contract.
<table>
<thead>
<tr>
<th>Severity Type</th>
<th>Response Time</th>
<th>Resolution Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical</td>
<td>30 minutes from initial notification</td>
<td>Within 2 hours</td>
</tr>
<tr>
<td>High</td>
<td>1 hr from initial notification</td>
<td>Within 5 hours</td>
</tr>
<tr>
<td>Medium</td>
<td>2 hrs from initial notification</td>
<td>By end of 1 business day hence</td>
</tr>
<tr>
<td>Low</td>
<td>4 hrs from initial notification</td>
<td>By end of 3 business days hence</td>
</tr>
</tbody>
</table>

3.2.12.6 Brief description of the defect severity classification is given below:

<table>
<thead>
<tr>
<th>Severity Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical</td>
<td>A failure of portal platform and portal evidenced by abnormal termination of programs or windows.</td>
</tr>
<tr>
<td>High</td>
<td>A failure of portal platform and portal evidenced by incorrect results with respect to critical data and for which there is no 'work around'.</td>
</tr>
<tr>
<td>Medium</td>
<td>A failure of portal platform and portal evidenced by either incorrect result with respect to critical data for which there is a 'work around', or incorrect presentation of information.</td>
</tr>
<tr>
<td>Low</td>
<td>A minor or cosmetic flaw in the portal platform and portal normally involving screen layouts, report formats and error messages.</td>
</tr>
</tbody>
</table>

Note: A 'work around' is defined as performing a system user action or actions to achieve the same physical result, i.e. the same database state, without unduly hindering normal operations.
3.2.13 Service Location and Work Space
Performance management, development for scope of work defined in this RFP is to be performed, completed, and managed at the Vendor’s site that must be within the National Capital Region so as to facilitate coordination efforts with the Department. If the vendor is not currently located in this area, the successful vendor must have an established location within thirty (30) days of Contract award.

3.2.14 Human Resource, Organisation and Staffing
The vendor would fulfill all statutory obligations towards his employees like payment of PF, ESI etc. (Proof is to be attached with the Technical Bid).

In every case, in which by virtue of the provisions of the Workman's Compensation act, the Government of India/Government of NCT Delhi if obliged to pay compensation to such person employed by the company in execution of the work; the Government will be entitled to recover from the company the amount of compensation so paid.

It is further expressly agreed that either party or any of its holding/subsidiary/joint-venture/affiliate/group/Client companies or any of their employees/officers/staff/personnel/representatives/agents shall not, under any circumstances, be deemed to have any employer-employee relationship with the other party or any of its employees/officers/staff/representatives/personnel/agents.

The vendor’s proposals must include an organization chart reflecting the Bidder's overall business structure with an explanation of the team State Portal undertaking within that framework. A comprehensive staffing plan must outline Vendor’s staff responsibilities necessary to develop and maintain portal applications, manage, operate the Portal
environment. The prime bidder and consortium responsibility chart must clearly indicate that more than 50% of total work is the carried out by the prime bidder. However, for all purposes (operational, administrative, implementation and reporting etc.) the primary bidder will be solely responsible to the Department.

All consortium partners will be required to adhere to and sign all applicable State policies related to technology use and security, including an Agreement and SLA. Proposals must state their commitment to meeting this requirement.

The vendor will be required to identify two project team members including one Project Manager. These two proposed resources will be part of the team making presentation during the technical evaluation stage and the same Project Manager will be the 100% dedicated resource for the complete period of the project. The team members will be interviewed and marked in technical evaluation scores.

The project manager will be finalized on submission of his/her CV to DoIT based on his/her expertise and experience. The Project Manager will liaison with the Project Director designated by DoIT for this project. The vendor will also be required to put a dedicated team for the various phases of the project.

3.2.15 Right to Refuse Personnel
At its sole discretion, the Department reserves the right to refuse any personnel, of the vendor/company/consortium, for use in the performance of a contract pursuant to this RFP.
3.2.16 Audit
The Department can at any time during the project execution – design, development, implementation, operation, maintenance period initiate a “Project Audit” by appointing independent Auditors. In this case the cost of the Audit will be borne by DoIT, GNCTD. The Vendor will be required to facilitate the audit process and provide all data/information, documents/proofs, reports and access to premises, systems, and employees for a comprehensive and smooth audit process.

3.2.17 Standard of Performance
The qualified Bidder shall carry out the service and carry out its obligations under the contract with due diligence, efficiency and economy in accordance with generally accepted norms techniques and practices used in the industry. The qualified Bidder shall also employ appropriate / updated technology and safe and effective equipment, machinery, material and methods.

Service Level Agreement (SLA) will govern the performance of selected vendor. The Service Level Agreements (SLAs) is for the development and on-going operations of the Portal Project. Given the magnitude and scope of the Portal endeavor, the Vendor and the Government would enter into a contractual relationship that succinctly defines service level agreements and commitments. It is the intent of this section to specifically define the minimum Service Level Agreement criteria that is desired by the Department. The technical requirements that are presented throughout this RFP document represent the Department’s minimum requirements; the Vendor is encouraged to exceed these minimum requirements and must state so in their RFP response in their Proposal where applicable. The Vendor should consider carefully what infrastructure and other resources will be required to meet these SLAs.

Monthly diagnostic reports in the categories outlined below will be used to verify and analyze Vendor conformance with the defined service
level agreements. The Department must have access to all performance data, in raw and processed form, for the purpose of SLA verification. Proposals must describe how the Vendor will measure and report on each performance category below, on at least a monthly basis. Proposed measurement and reporting tools must be described, as well as how the State will receive the reports – e.g. via on-line access, CD-ROM, or other means.

In call cases, mentioned below, the SLA will be applicable for scope which is the Vendor’s responsibility.

3.2.17.1 Portal Availability
This SLA parameter will address performance of the portal. Portal availability is dependant on hardware, infrastructure, system software, telecommunications and shared portal interface applications. Performance Standard: Portal will have to me made available 99.7% of the time for the entire calendar month.

3.2.17.2 Portal Security
This SLA will address performance of portal site security. Portal security includes all the components that make-up the security barriers to the portal, data while being transmitted to or through the Portal and data available to the portal. Application security should include but not be limited to - privilege based access control, data encryption, 128 bit SSL encryption, authentication and other latest / prevailing mechanism and techniques to ensure the system and data is protected.
Performance Standard: Portal Security identifies security breaches, attempted breaches or attacks and takes corrective action within 2 hours of the occurrence.

3.2.17.3 Warranty and Maintenance Obligations
As detailed in sections 3 and 4 above.
3.2.17.4 Penalty
In all cases above, penalty will be applicable. Failure to meet each of the above requirements will result in a liquidation of 1% of the performance guarantee amount.

Failure to meet each of the above requirements for a second consecutive month will result in a liquidation of 2% of the performance guarantee amount.

Failure to meet each of the above availability requirements for “n” consecutive month will result in a liquidation of n% of the performance guarantee.

Continuous default for 5 months will lead to Termination by Default by the Department.

3.2.18 Time for Implementation of the Project
The successful Bidder shall complete and implement the project within the agreed time frame starting from the date of award of contract. The implementation schedule will be finalized in consultation with the Vendor and shall be strictly adhered to.

The Department's requirement for the completion schedule of different Tasks under the Contract as per Scope of Work indicated in Section IV is given below:-

- Study & Requirements Definition: to be completed in 45 days
- Design & Development Phase: to be completed in 105 days
- Testing & Trial Run carried out for 30 days
- Go Live: 180th day
The above time lines are indicative and shall be finalized in Consultation with the selected Vendor at the time of award of contract. The Vendor and Department of IT will undertake to finish the project by 15th May 2008.

3.3 Delays in the Vendor’s Performance
Implementation will be done by the Vendor in accordance with the time schedule as agreed and finalized in the Work Contract/Agreement. A delay by the Vendor in the performance of its Contract obligations shall render the Vendor liable to any or all the following sanctions at the discretion of the Secretary IT:

- Forfeiture of performance guarantee
- Imposition of liquidated damages, and/or
- Termination of the Contract for default

If at any time during performance of the contract, the Vendor should encounter conditions impeding timely completion of the services under the Contract and performance of services, the Vendor shall promptly notify the Department in writing of the fact of the delay, its likely duration and its causes. As soon as practicable after receipt of the Vendor’s notice, the Department shall evaluate the situation and may at its discretion extend the Vendor’s time for performance, in which case the extension shall be ratified by the parties by amendment of the Contract.

3.4 Confidentiality
The qualified Bidder and their personnel shall not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract or the Client’s business or operations without the prior written consent of the Client.
3.4.1 Confidentiality of Records

Strict standards of confidentiality of records and information shall be maintained in accordance with applicable state and central law by the Vendor. All material and information, regardless of form, medium or method of communication, provided to the Vendor by the GoNCT Delhi or any of its Departments or acquired by the Vendor on behalf of the State shall be regarded as confidential information in accordance with the provisions of applicable state and central law, state and federal rules and regulations, departmental policy, and ethical standards. Such confidential information shall not be disclosed, and all necessary steps shall be taken by the Vendor to safeguard the confidentiality of such material or information in conformance with applicable state and central law, state and central rules and regulations, departmental policy, and ethical standards. The Vendor’s obligations under this section do not apply to information in the public domain; entering the public domain but not from a breach by the Vendor of this Contract; previously possessed by the Vendor without written obligations to the GoNCT Delhi to protect it; acquired by the Vendor without written restrictions against disclosure from a third party which, to the Vendor’s knowledge, is free to disclose the information; independently developed by the Vendor without the use of the GoNCT Delhi's information; or, disclosed by the GoNCT Delhi to others without restrictions against disclosure. Nothing in this paragraph shall permit Vendor to disclose any information that is confidential under central or state law or regulations, regardless of whether it has been disclosed or made available to the Vendor due to intentional or negligent actions or inactions of agents of the GoNCT Delhi or third parties. It is expressly understood and agreed the obligations set forth in this section shall survive the termination of this Contract.

3.5 Period of Contract

The period of “Contract” will be 3 years with effect from the date the signing of contract.
3.6 User Acceptance Test and Quality Check
The User Acceptance Tests, which shall involve testing of the entire setup. The User Acceptance Test must be completed by the Vendor to the satisfaction of the Committee of Experts/Institution/Laboratory/Agency appointed by the Department within a time frame specified by the Department for the commencement of the contract. The Department reserves the right to evolve a procedure of Quality Checking to ensure that the hardware/equipment, operating systems and skilled Vendors are according to the prescribed specifications.

3.7 Termination of Contract

3.7.1.1 Termination for Default
The Client may, without prejudice, to any other remedy for breach of contract, by written notice of default sent to the qualified Bidder, terminate the contract in whole or in part if:

- The qualified Bidder fails to deliver any or all of the obligations within the time period(s) specified in the contract, of any extension thereof granted by the Client.
- The qualified Bidder fails to perform any other obligation(s) under the contract.

3.7.1.2 The qualified Vendor will also be liable for any loss suffered by the Department because of his negligence.

3.7.1.3 Upon termination of this agreement, the parties will comply with the Exit Management Schedule. However, the disputes, if any, may be referred to Arbitration.

3.7.1.4 Termination for Insolvency, Dissolution etc
The Client may at any time terminate the contract by giving written notice to the qualified Bidder without compensation to the qualified Bidder, if the qualified Bidder becomes bankrupt or otherwise insolvent or in case of dissolution of firm or winding up of company, provided
that such termination will not prejudice or effect any right of action or remedy which has accrued thereafter to the Client.

3.7.1.5 Termination for Convenience
The Client reserves the right to terminate by prior written notice, the whole or part of the contract. The notice of termination shall specify that termination be for Client's convenience, the extent to which performance of work under the contract is terminated and the date on which such termination becomes effective.

3.8 Sub Contracting
Subcontracting of work will not be permissible in any form. The vendor awarded the contract pursuant to this RFP may not subcontract, transfer, or assign any portion of the contract without the Department’s prior, written approval. If awarded a contract pursuant to this RFP, the selected vendor shall be the prime bidder and shall be responsible for all work to be performed. Subcontracting will lead to termination of contract and forfeiture of Performance Guarantee.

3.9 DoIT, GoNCT Delhi’s Ownership of Work Products
The Department shall have all ownership right, title, and interest, including ownership of copyright, in all work products, including application software, source code, or modifications thereof and associated documentation, created, designed, and/or developed solely for the Department under this Contract (known collectively as "Work Products"). The State shall have royalty-free, non-exclusive, and unlimited rights to use, disclose, reproduce, and/or publish, for any purpose whatsoever, all said Work Products. The Vendor shall furnish the Work Products upon request of the Department, in accordance with the Contract and applicable State law.

3.10 Vendor’s Proprietary Products
The Vendor shall retain ownership right, title, and interest in the portions of the Portal applications that were not developed using
GoNCT Delhi’s moneys or resources, and that were complete and the property of the Vendor as of the effective date of the Contract (known as “Vendor Proprietary Products”). The following provisions apply:

i. The Vendor hereby grants the DoIT, GoNCT Delhi a perpetual, royalty-free, irrevocable, unlimited, and nonexclusive right to use the Vendor’s Proprietary Products for the it’s business purposes, including, but not limited to, use for DoIT, GoNCT Delhi’s business purposes by any future service providers with whom the State may contract. The Vendor warrants that Vendor is duly authorized to grant this right.

ii. At the DoIT, GoNCT Delhi’s request, the Vendor shall provide the DoIT, GoNCT Delhi with source code for all Vendor Proprietary Products that make up the Portal applications, in order for the DoIT, GoNCT Delhi’s or a future service provider to be able to modify the Portal applications as required for the GoNCT Delhi’s own business purposes.

iii. The DoIT, GoNCT Delhi shall take all reasonable steps to preserve the confidential and proprietary nature of the Vendor Proprietary Products. The State shall make reasonable efforts not to disclose or disseminate Vendor’s proprietary information to any third party that is not an agent of the State.

3.11 Exit Management Schedule

3.11.1 Purpose

This schedule sets out the provisions which apply on expiry or termination of Work Contract/Agreement, the Project Implementation, Operation and Management SLA (Service Level Agreement) and Statement of Works.
In the case of termination of the Work Contract/Agreement, Project implementation and/or Operation and Management SLA or SOWs (Statement of Works) due to illegality, the parties shall agree at that time whether, and if so during what period, the provision of schedule shall apply.

3.11.2 Cooperation and provision of information
During the exit management period: The Vendor will allow DoIT, Government of NCT of Delhi or the Replacement Vendor access to information reasonably required to define the then current mode of operation associated with the provision of the services;

Promptly on reasonable request by Secretary (IT), Government of NCT of Delhi or the Replacement Vendor, the selected Vendor shall provide access to and copies of all information held or controlled by them which they have prepared or maintained in accordance with the Service Agreement, the Project Implementation, the Operation and Management SLA and SOWs relating to any material aspect of the services provided by the Vendor. Secretary (IT), Government of NCT of Delhi or the Replacement Vendor shall be entitled to copy all such information. Such information shall include details pertaining to the services rendered and other performance data. The Vendor shall permit Secretary (IT), Government of NCT of Delhi and/or the Replacement Vendor to have reasonable access to its employees and facilities as reasonably required by DoIT, Government of NCT of Delhi or the Replacement Vendor to understand the methods of delivery of the services employed by the Vendor and to assist appropriate knowledge transfer.

3.11.3 Confidential Information, Security and Data
The Vendor will promptly on the commencement of the exit management period supply to IT Department, Government of NCT of Delhi and/or the Replacement Vendor the following:
Information relating to the current services rendered and performance data relating to performance in relation to the services; and

- Documentation relating to the Portal, Government of NCT of Delhi Intellectual Property Rights; and

- Government of NCT of Delhi’s data and confidential information; and

- All current and updated Department of IT, Government of NCT of Delhi data as is reasonably required for purposes of Government of NCT of Delhi’s transitioning the services to its Replacement Vendor in a readily available format prescribed nominated by Secretary (IT), Government of NCT of Delhi; and

- All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable Secretary (IT), Government of NCT of Delhi, or its Replacement Vendor to carry out due diligence in order to transition the provision of the services to IT Department, Government of NCT of Delhi, or its Replacement Vendor (as the case may be).

3.11.4 Employees

Promptly on reasonable request at any time during the exit management period, the Vendor shall, subject to applicable laws, provide to Secretary (IT), Government of NCT of Delhi a list of all employees (with job titles) of the Vendor dedicated to providing the services at the commencement of the exit management period;

Where any law or regulation relating to the mandatory or automatic transfer of the contracts of employment from the Vendor to Government of NCT of Delhi, Government of NCT of Delhi, or a
Replacement Vendor ("Transfer Regulation") applies to any or all of the employees of the Vendor, then the Parties shall comply with their respective obligations under such Transfer Regulations.

To the extent that any Transfer Regulation does not apply to any employee of the Vendor, DoIT, Government of NCT of Delhi, or its Replacement Vendor may make an offer of employment or contract for services to such employee of the Vendor and the Vendor shall not enforce or impose any contractual provision that would prevent any such employee from being hired by Secretary (IT), Government of NCT of Delhi or any Replacement Vendor.

3.11.5 General Obligation of the Vendor

The Vendor shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the circumstances to DoIT, Government of NCT of Delhi or its Replacement Vendor and which the Vendor has in its possession or control at any time during the exit management period.

For the purposes of this Schedule, anything in the possession or control of any Vendor/associated person, is deemed to be in the possession or control of the Vendor.

The Vendor shall commit adequate resources to comply with its obligations under this Exit Management Schedule.
3.11.6 Exit Management Plan

The Vendor shall provide Secretary (IT), Government of NCT of Delhi with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the Service Agreement as a whole and in relation to the Project Implementation, the Operation and Management SLA and SOWs.

- A detailed programme of the transfer process that could be used in conjunction with a Replacement Vendor including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer; and

- plans for the communication with such of the Vendor's staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on DoIT, Government of NCT of Delhi's operations as a result of undertaking the transfer; and

- (if applicable) proposed arrangements for the segregation of the Vendor's networks from the networks employed by Government of NCT of Delhi, or the Replacement Vendor and identification of specific security tasks necessary at termination; and

- Plans for provision of contingent support to DoIT, Government of NCT of Delhi, and/or the Replacement Vendor for a reasonable period after transfer for the purposes of providing service for replacing the Services.
The Vendor shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.

Each Exit Management Plan shall be presented by the Vendor to and approved by Secretary (IT), Government of NCT of Delhi and its nominated agencies.

In the event of termination or expiry of Service Agreement, Project Implementation, Operation and Management SLA or SOWs, an agency appointed by the Secretary (IT), Government of NCT of Delhi will suitably revise the existing Exit Management Plan if provided by the Vendor. The agency will cover all issues related to scope, effort and the overlap during the transition period. The Vendor will assist and cooperate with the agency in finalizing such Exit Management Plan. This Exit Management Plan upon being accepted by the Secretary (IT), Government of NCT of Delhi shall be implemented and each Party shall comply with the terms and conditions of this Exit Management Plan.

During the exit management period, the Vendor shall deliver the Services in a peaceful manner.

Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.

This Exit Management plan shall be furnished in writing to Secretary (IT), Government of NCT of Delhi within 60 days from the Effective Date of this signing of the Work Contract/Agreement.

3.11.7 Force Majeure

3.11.7.1 Notwithstanding the provisions of the tender, the Bidder shall not be liable for forfeiture of its performance guarantee, liquidated damages or termination for default, if and to the extent that, it’s delay in performance or other failure to
perform its obligations under the contract is the result of an event of Force Majeure.

3.11.7.2 For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Client either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

3.11.7.3 If a Force Majeure situation arises, the qualified Bidder shall promptly notify the Client in writing of such conditions and the cause thereof. Unless otherwise directed by the Client in writing, the Bidder shall continue to perform its obligations under the contract as far as reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The Client may terminate this contract, by giving a written notice of minimum 30 days to the Bidder, if as a result of Force Majeure, the Bidder being unable to perform a material portion of the services for a period of more than 60 days.

3.11.8 Arbitration and Jurisdiction

3.11.8.1 If any dispute arises between the Parties hereto during the subsistence or thereafter, in connection with the validity, interpretation, implementation or alleged material breach of any provision of this Agreement or regarding a question, including the questions as to whether the termination of this Agreement by one Party hereto has been legitimate, both Parties hereto shall endeavor to settle such dispute amicably. The attempt to bring about an amicable settlement is considered to have failed as soon as one of the Parties
hereto, after reasonable attempts [which attempt shall continue for not less than 30(thirty) days], give 15 days notice thereof to the other party in writing.

3.11.8.2 In the case of such failure the dispute shall be referred to a sole arbitrator who would be one of the Secretaries of Govt. of NCT of Delhi or in case of disagreement as to the appointment of the sole arbitrator to three arbitrators, two of whom will be appointed by each party and the third appointed by the two arbitrators.

3.11.8.3 It will be the parties’ and arbitrator/s endeavour to finalise proceedings within 60 days.

3.11.8.4 The place of arbitration shall be Delhi.

3.11.8.5 The Arbitration proceeding shall be governed by the Arbitration & Conciliation Act, 1996.

3.11.8.6 The proceedings of arbitration shall be in English language.

3.11.8.7 The arbitrator’s award shall be substantiated in writing. The court of arbitration shall also decide on the costs of the arbitration procedure.

3.11.8.8 The parties hereto shall submit to the arbitrator’s award and the award shall be enforceable in any competent court of law.

3.11.8.9 The Department may terminate this Contract, by giving a written notice of termination of minimum 30 days, to the Vendor if the Vendor fails to comply with any decision reached consequent upon arbitration proceedings.
3.11.8.10 The contract shall be interpreted in accordance with the Indian law/Contract Act.

3.11.9 Liquidated Damages

In the event of the failure of the vendor to secure acceptance of the services by the Client within 90 days after completion of contract, the Client reserves the option to recover from the vendor as liquidated damages and not by way of penalty for the period after the said 90 days, until acceptance a sum equivalent to 2% (two percent) of the contract value for each month of the failure of vendor up to a maximum deduction of 10%, to secure acceptance or part thereof without prejudice to the client’s other remedies under the contract. Provided no such deduction shall be made if the delay is on account of the Client.

3.11.10 Blacklisting

The vendor shall be blacklisted if the client thinks of doing so and no further contract will be assigned to the vendor that has been blacklisted. Blacklisting of Vendor will be done on any of the following grounds by a written notice to this effect:

3.11.10.1 Vendor shall be blacklisted, if Client or any other Government Department availing the services for the Portal – Content Management Services based on this short-listing complains that the vendor is incompetent to provide the desired level / standard of services which he is bound to under the contract.

3.11.10.2 Vendor shall be blacklisted, if client or any other Government Department availing services based on this short-listing complains that the Vendor is engaged in malpractice.

3.11.10.3 Vendor shall be blacklisted, if client or any other Government Department services based on this short-listing complains that the services rendered by Vendor are bad / inadequate/delayed.
3.11.10.4 In case the vendor is black listed, the Department will have to first terminate contract. After termination the vendor and client will follow the Exit Management Schedule and Plan and subsequently the vendor will be black listed.

3.11.11 **No Claim Certificate**

The qualified Bidder shall not, be entitled to make any claim, whatsoever, against the Client under or by virtue of or arising out of this contract nor shall the Client entertain or consider any such claim after Bidder shall have signed a "no claim" certificate in favour of the Client in such forms as shall be required by the Client after the works are finally accepted.
Section 4: Scope of Work

4.1 Background
As discussed earlier unlike other States, Delhi as a Union Territory and National Capital Territory of country has multiple government agencies providing service. For example, health services are provided by hospitals run by Union Government, State Government, MCD, NDMC, Cantonment Board and many private organizations & NGOs. The multiplicity of the authority makes it more difficult for citizens as a consumer of such services to find exact information. Similar is the scenario with issue of certificates/licenses. The need of a well organized providing a single point for information was the main focus while designing the portal. Government of Delhi’s portal http://delhigovt.nic.in like any web portal is designed to be a single window access for providing all information related to Delhi Government departments, agencies and autonomous bodies.

4.2 Present Scenario
The objectives of new design of the Delhi Government web portal in 2003 was orienting information contained in various departmental websites in a citizen centric manner. This portal triggered a chain of feedback from all occupations. Keeping the feedback, discussion with E-Governance Gurus and experience of other states/countries in mind, new design of portal making it truly citizen centric was started in April’03.

The Portal has won the Bronze Icon Award at 7th National Conference on e-Governance, 2003. After 2003 many more departments have added their web presence and many new services have been added to the portal. Presently there are 100
websites (List in Appendix IV) and following are the broad categories under which information has been organized:

- Application Forms, Certificates, and Licenses
- Apply online for certificates
- Environment, Health and Education
- Property Tax, Birth Certificate, etc.
- Emergency Services, Blood Bank, etc.
- Vehicle Registration, Driving License, DTC,
- Metro and Railways
- Marriage Registration, Vehicle Registration, etc.
- Pay Electricity Bills, Phone Bills
- Ration Card, Election, Voting, Passport
- Police, Courts, Traffic
- Tourist Related Information
- Welfare Schemes
- Daily Rates of Fruits / Vegetables / Grains
- Delhi Subordinate Service Selection Board
- Tender Notices

The Delhi Government Portal is hosted on NIC Server at NIC, Headquarter in Delhi.

4.3 Expectations from the Vendor

The objective is to re-build, restructure, redesign, deploy and manage the Delhi Government Web Portal with content management features.

Following is the overview of requirements for the vendors. The scope of work has been broadly classified in four parts. The vendor still has to exercise due diligence of requirements, conduct own investigations, analysis and where necessary obtain independent advice from appropriate sources.

Part 1 – Information Integration

  Part 1a – Design Citizen Portal Graphical User Interface (GUI)
  Part 1b – Design Graphical User Interface (GUI) of Intranet
  Part 1c – Standardize Design of All Websites
Part 2 – Training

Part 3 – Support, Maintenance and Measuring Success

Part 4 - Content for National Portal of India (NPI)

Part 4(a) – NPI – Content Provisioning - Initial One Time Activity

Part 4(b) – NPI – Updation / Review of NPI Content

The portal will continue to be hosted on the same server. The selected vendor will be given portal administration and update rights to deploy and maintain the portal. Delhi Government will continue to pay for the domain and portal hosting charges.

4.4 Scope of Work

Over the past three years, the portal has been successful in providing a single point of access and a web presence to the various department websites. While the current portal has served us well, several developments have prompted a review and update towards standardization. There is a need to design web pages which are effective communication and interaction mechanisms.

The purpose is not only to facilitate a common “look and feel” for all Delhi Government Websites as per list of Delhi Government websites Appendix – IV but the portal would also provide for decentralized updation of content. The number of web pages has grown dramatically, with a commensurate increase in the burden of maintaining those pages. The objective of the update is to significantly simplify the creation and maintenance of the various web sites. The adoption of a content management tool will help in achieving this objective.

Adoption of web page design, navigation, layout - international standards allows users with disabilities to be able to use assistive
technologies in accessing web pages. Experience and best practices suggest that the navigation, search should be simplified.

Citizen requirement is information for his locality/area for a particular subject. Case in point is health, bank services. Whether it is a public service – government owned/run hospital or health centre or a private hospital/nursing home, citizen needs comprehensive information at one point. With this in view the portal should be so planned now, to not only provide public and private content but also content structured into subject wise categories and location wise using GIS tools in the subsequent phase.

The Vendor will be required to make 3 pages of every website (listed in appendix-IV) and the Delhi portal available in Hindi language. The Department would like to make the portal available in Urdu and Punjabi language in the next phase. The portal should be accordingly designed and developed. The portal users should be able to publish the content updates on the portal in several languages.

The portal shall be required to make the Portal Voice enabled. Users should be able to use a narrator functionality which will read out the content using text to speech tool. In the next phase Department would like to enable this in other local languages as well. This functionality will aid usage of the portal by persons with disabilities.

4.5 Project Objectives
The objective of this RFP is to electronically delivery of government information through a single, Web-based GoNCT Delhi Portal for State government.
Key objectives of the GoNCT Delhi Portal (RFP) are:
1) Portal will be a single platform integrating various existing as well as future websites.
2) Increase ease of use/access to more frequently used e-Governance information, through market research; design GUI on basis of user, user group requirements, information categorization, creation of appropriate user group specific themes.
3) Adopt the citizen life cycle approach for presentation and access to e-Governance information requirement.
4) Integration of the State’s current home page and corresponding Web pages that would link to and be accessible from the Portal.
5) Increase portal accessibility, adoption and usage by providing multi language and voice content.
6) Ensure the maintenance and delivery of a visually appealing and consistent “look and feel” for the citizens and businesses visiting the Portal.
7) Provide the capability for Portal users to personalize their Portal experience.
8) Monitor and report Portal usage statistics
9) Maintain; enhance the portal based on analysis of portal, sections, themes, page usage and adoption statistics.
10) To provide content for National Portal of India (NPI) as per the defined guidelines and formats of the NPI Framework.

4.6 Project Benefits
The project will achieve the following benefits for users and the government

Benefits to the Citizen and Business Users
1) All Delhi Government Information will be available on a single platform.
2) Information will be easy to access, locate as the information structuring will be based on user, user group requirements, information categorization, user group specific themes. The information flow will adopt the citizen life cycle approach.

3) User Interface will be visually appealing and consistent.

4) User will get option to personalize the portal.

**Benefits to the Government**

1) Centralised management, administration, maintenance of portal which will lead to substantial saving for individual departments

2) Decentralised authoring / management of content, content

3) Monitor and report Portal usage statistics

4) Maintain, enhance the portal based on analysis of portal, sections, themes, page usage and adoption statistics.

5) Increase usage of the portal, leading to less number of citizens visiting government offices

**4.7 Detailed Scope of Work**

The Portal will function as the single-entry point for citizens, businesses and employees to access interactive information. The Portal will facilitate and significantly enhance the way citizens and businesses communicate and interact with the State Government.

**4.7.1 Portal Platform**

Portal Software will be a single platform to provide capability for integrating various existing as well as future websites. The entire system will be Web Enabled. The portal will allow for search and navigation, personalization, integration of information, notification, content management and administration facility.

The Portal framework will provision diverse portal experiences within a single framework, while sharing content
across the portal. It will present multiple, diverse content to users through a consistent, unified Web-based interface. Portal administrators and users can customize portal and content can be presented based on user preferences or rule-based personalization. Portal should provide content management through collaboration and community features on the intranet.

4.7.1.1 Portal Components
The portal will be a customizable, browser-based user interface to the following components:
- Internet
- Intranet
- Content Management

4.7.1.2 Authentication Services
Personalisation and other subscription service applications and some citizen/business services will need to be accessed by a unique identification code assigned to an individual/entity using the service. The Vendor will be required to authenticate users of State government applications also. Vendor must describe how they will meet these requirements. The Vendor should take into consideration that the number of potential user for some portal services could be quite large. Vendor proposals must adequately describe how their proposed solutions for security and authentication will scale to varying levels of use of portal services.

Any and all remote administration of the portal hardware, operating system, or application software will require the use of strong authentication techniques such as token based methods. As future G2G, C2C, G2B e-government transaction models are developed, there may be a need to support client
side public key infrastructure (PKI) certificates both for access control and for authentication.

It will be Delhi Government’s intent for a business or individual to need only one digital certificate from State government to transact with the Government. The Vendor will be required to support applications that require PKI capability.

4.7.1.3 Portal Functions

The Portal will perform the following functions:

- **Information Integration** - The Portal will provide tools for aggregating information and providing links to relevant websites, internal websites, and Delhi Government data. It will provide a structured (organized hierarchy of categories) and navigable interface. Websites that traditionally have different user interfaces surface through the common presentation layer of the portal. The portal will provide to the user a single place for all content. For this the vendor will take content from the Delhi Government Websites as per list in Appendix – IV. This is an indicative list. The total number in this list could vary by +/- 10%.

- **Search and Navigation** – Enterprise and web-based search facilities will be provided. Portal content management, search capabilities should support virtual content repository and should be able to deliver personalized content. Search engine capability with meta data crawlers to make the data and information available for access and processing are required.
• **Customization, Personalization and Organization**
  – Each portal user can have the ability to personalize the data/content, navigation and layout. The portal shall be ‘pre-personalized’ according to the user’s role and also allow personalization of features and color/theme preferences links to web sites through menu options etc. The core of the Personalization system is the underlying rules engine that matches users with appropriate content. Rules-based entitlements will control content by dynamically applying access policies based on the user’s role or other attributes, the user can also:-
    o Go to a single place for all content.
    o Preferences for a user will determine how the portal looks and feels
    o Arrange the content and applications to make better sense of the information

Interaction scenarios or campaigns will target content to the users based on their device, browser or other session attributes in order to drive government goals. Similar to personal portals, this portal will provide users with the ability to include links to other Web sites as well as the inclusion of third party portlets, like health, emergency, banks etc.

Interaction Management via campaigns, and explicit and implicit personalization is required. Interaction Management will accommodate the delivery of the right content to the right person at the right time. Using the browser-based tools, administrators directly
modify Campaigns, Content Selectors, Placeholders, and User Segments.

- **Collaboration** - One of the most useful features to all portal users will be collaboration and would include the following capabilities:
  - Workflow and routing of documents
  - Discussion threads
  - User-chat sessions
  - Dynamic group and team creation
  - Messaging and Notification
  - Interactive collaboration, including video, voice, and application sharing.

The Collaboration features will be used by Intranet users.

### 4.7.1.4 Portal Key Features

Key features required are:

- **Personal Content** - The Portal’s campaign and personalization features will be able to detect device types, directing users to device- or channel-specific enterprise processes and content (or restrict access).

- **Automated tuning** - pervasive content can be tuned based on personalization, location, browser, etc.

- The portal should support wide variety of multimedia content such as videos, pictures, music and voice audio; standardize multimedia content description through MPEG 7 to allow fast and efficient searching for content.

- The portal should allow transcoding to convert information on the portal (HTML and other formats) to a VoiceXML document (e.g. a voice interface), to enable usability and accessibility by physically challenged persons.
• Facilitate multi channel consistency - adapt content to different device types, browsing behavior, session and request properties and other dynamic user properties. Provide specific portal views based on device and browser detection, allowing a single portal application to serve content to diverse devices. Device specific content will operate in tandem with the portal user interface to provide device-specific views of applications. The portal solution should have additional capability to integrate and extend portals to support a vast array of mobile devices in addition to PCs (WAP enablement).

• Content Management - Portal will incorporate content management, providing a way to manage documents and web content. It should include versioning, security, metadata searching, and other document and content management features. Content Management features required are further detailed in sections below.

4.7.1.5 Content Management Features
A CMS allows for the design of common and consistent information architecture (metadata, classification, navigation, search, layout and design). The Content Management System (CMS) will facilitate creation, management, distribution, publishing and discovery of the information through a documents and web content management tool with workflow capabilities. It will enable standardized, consistent look and feel to all Delhi Government websites along with streamlining decentralized authoring and updation of document and content.
The CMS will separate content and layout and define roles and have workflow capabilities to ensure consistency and efficient control over content.

The CMS will cover the complete lifecycle of the web content on the portal from providing simple tools to create, update, publishing, managing, and archiving the content. It needs to provide the ability to manage the structure of the site, the appearance of the published pages, the navigation provided to the users. It should also provide for multiple users to effectively contribute content and collaborate throughout these lifecycles. Key requirements cover the following:

**Content Creation** –
- Integrated authoring environment - The CMS must provide a seamless and powerful environment for content creators. This ensures that authors have easy access to the full range of features provided by the CMS
- Separation of content and presentation - It is not possible to publish to multiple formats without a strict separation of content and presentation. Authoring must be style-based, with all formatting applied during publishing.
Multi-user authoring - The CMS will have many simultaneous users. Features such as record locking ensure that clashing changes are prevented.

Single-sourcing (content re-use) - A single resource will often be used in different contexts, or delivered to different user groups. This is a prerequisite to managing different platforms (intranet, internet) from the same content source.

Metadata creation - Capturing metadata (creator, subject, keywords, etc) is critical when managing a large content repository. This also includes keyword indexes, subject taxonomies and topic maps. The CMS will allow for the consistent management of metadata through content template structures. Of the many benefits this delivers is a significantly improved search process.

Powerful linking - Authors will create many cross-links between pages, and these must be stable against restructuring.

Non-technical authoring - Authors must not be required to use HTML (or other technical knowledge) when creating pages. Non-technical persons who are responsible for the actual content should be able to publish the content without requiring specialized technical skills.

**Content management – updating, and changing content**

Key requirements include:

- Version control & archiving - Strict version control is necessary for legal accountability, backup and disaster recovery. A simple but powerful interface must be provided for these features.

- Workflow - Decentralised content creation relies heavily on a powerful a workflow model, which can be easily customised, and is resilient against organisational change.
Security – Built in application security and complete audit trails must be in place to protect the integrity of the content.

Reporting - The CMS must provide an extensive range of reports, for both users and administrators. The system should be able to generate content update reports, analysis and audit of last updates etc. Ideally, the system should proactively report on any issues that arise. Support for customised reporting is also required.

**Publishing** - The publishing engine will take the content stored in the repository, and generate the final pages. While this may be a dynamic or batch process, the same basic requirements apply. Key requirements include:
• Stylesheets - Final appearance is controlled through the use of stylesheets. This provides flexibility and expandability.
• Page templates - Overall page layout is specified via page templates. A non-technical interface should be provided for managing this.
• Extensibility - It must be simple to integrate code "snippets" (or equivalent) to provide additional publishing functionality. The CMS must support a process of "continual improvement" in interface design.
• Support for multiple formats - The CMS must publish to multiple formats, such as: XML, HTML, printed, PDF, handheld (WAP), etc. It should be possible to add support for additional formats, which will be necessary as new standards evolve. In order to achieve high-quality in every format, it is critical that the content be separated from presentation at the time of authoring. This allows distinct stylesheets to be used for each output.
• Personalisation - Different information needs to be presented based on either user profiles, target channel or metadata in the source content.
• Usage statistics - The CMS must allow comprehensive usage statistics to be gathered, including: most popular pages, daily usage, and search usage. This information allows the success of the portal and its various pages to be tracked, and any usability issues identified.
Presentation - The published pages must meet certain presentation, GUI standards to be that much more valuable to users. Key requirements may include:

- **Usability** - This covers aspects such as ease of use, learnability and efficiency. Usability heuristics (guidelines) must also be followed.
- **Accessibility** - The CMS must conform to standards such as the W3C Web Accessibility Initiative (WAI).
- **Cross browser support** - The pages must be viewable in all major web browsers (Internet Explorer, Netscape, Mozilla, Opera, etc).
- **Limited client-side functionality** should be required to view the site. The functionality required may be limited to Java, JavaScript and Flash.
• Valid HTML - All pages must conform to the current HTML specification. This ensures maximum compatibility across browsers and platforms.
• Effective navigation - Users must be provided with consistent, comprehensive and usable navigation aids.
• Metadata - All pages must provide sufficient metadata to allow effective indexing and searching.
• Archiving of content - copies of the site

4.7.2 Part 1 - Information Integration
Part 1 involves providing the Portal Framework as per requirements and functions detailed above and also Information Integration. All information needs to be integrated into a single web-based framework, for maximum consistency across the government. Citizens need not necessarily co-relate their information needs with the relevant department. The citizen is aware of their query/service required from the government and may not necessarily understand the government department’s hierarchy, structure complexities which may be involved in the delivery of the particular service. Therefore it becomes necessary to develop the Portal Graphical User Interface keeping the user/s, user group/s, user group/s’ demographics in perspective.

All target users - citizens, business users, and internal government department users should be able to get exactly the information they need, in a format they can readily utilize. The portal needs to provide a single point of access to web resources, in a variety of ways. The portal should fulfill the following key requirements:-
• Organize content intelligently - portal needs to draw on a single system that stores, retrieves and delivers only the most relevant content to users.
• Provide standardized look and feel - focus should be creating a portal design that is rich in content, is visually appealing and interactive.

• Meet user group needs – The portal information presentation has to be according to user group needs. This will enable users to locate information required with ease. The citizen/user life cycle approach also becomes relevant here. From birth, education, health, security, voting, driving, career, business, house a citizen has various kinds of interactions with the government. These could be used to create themes – categorization for information presentation.

• Meet individual needs - Each desktop user can personalize the content that appears on his or her "front page" to meet his or her own unique needs.

The vendor is therefore required to provide for Content Analysis using the information provided in department websites and other extra information that shall be provided by DoIT/departments in hard and soft copy; this may require Content Gathering from various departments and agencies with the facilitation of DoIT and information conversion Services as the case maybe.

4.7.2.1 Part 1a & b- Design Citizen Portal and Intranet GUI

Keeping in view citizen centric approach the portal graphical User Interface needs to be re-designed. Similarly the Delhi Government Employees Intranet needs to be redesigned keeping in view the common, groupware applications and other collaboration tools.

The vendor will be required to engage in market research understand user, user group requirements. This will help in information categorization, creation of appropriate user group
specific themes. After review of the current information architecture in both cases and further with the study of other unified portals for governments of other countries and the Indian Government National Portal [http://india.gov.in](http://india.gov.in), the vendor will have to create sample designs using information themes, topics for user categories, designs which are user-friendly, intuitive and meet basic accessibility and usability requirements and enhance the portal's functionality.

A wide variety of issues affect user experience. The portal has to be redesigned breaking the Web design process into five "planes":

- Strategy (Portal objectives and user needs)
- Scope (functional specifications and content requirements)
- Structure (interaction design and information architecture)
- Skeleton (interface design, interaction design, and information design)
- Surface (visual design)

### 4.7.2.2 Part 1c- Standardize Design of All Websites

This would involve building a prototype of the approved design. Review of the code for adherence to W3C web standards. Confirming of the file structures and naming conventions and finalisation of the content. After the prototype is approved, the vendor will develop all the web pages for the portal and launch the portal. After which the portal will again be evaluated again for accessibility and usability.
The aim is to have a standard Look (Appearance) and Feel (Interaction) of the portal and the websites. Using standard templates, style sheets all the websites need to be provided similar look and feel. This will greatly improve the management and delivery of content, while ensuring the delivery of consistent information.

Intra Delhi is an intranet application for the Delhi Government employees that provide access to a host of resources for the use of employees on a day to day basis. Some of the resources available to Delhi Government employees through this intranet portal are as follows:

- Attendance Monitoring System
- File Monitoring System
- Access to Library Resources through – eGranthalaya
- eYojna - application which monitors planned expenditure and physical status of plan schemes being implemented by various departments of Govt. of NCT of Delhi and Local Bodies on monthly basis
- ePurti - application software for purchase and supply of stationary & consumables
- Tender Information System
- Government Email and Telephone Directories
- Letter Monitoring System
- Reference to Acts & Rules
- Email

The Intranet home page will also be redesigned.
4.7.3 Part 2 – Training

The Vendor shall provide training on appropriate aspects of the Portal Platform for portal usage, portal administration, maintenance and content management. Training will be given to Department of IT – Technical Staff for Administration, Selected Trainers who will further train Department Users and Delhi Government Department’s User Staff also.

The training will be of three types for
- Administrator – batch size 3 persons
- Trainer Training – batch size 10 persons
- User Training – batch size 20 persons

Administrator, Trainer & User Training will be required to be given by the Vendor from time to time as per schedule agreed with DoIT.

The training session will be organized in Delhi Government’s Departments training venues using their infrastructure. Vendor will be required to provide for trainers and training materials. System Administrator Training and User Training Materials will be required to be provided in the training as required. Training duration will be minimum half day session for user’s, one day for the administrator’s and trainers.

4.7.4 Part 3 – Support, Maintenance and Measuring Success

Portal maintenance includes technical and management support to be provided to Department of IT for the particular period of maintenance.
4.7.4.1 Technical Support
The Vendor will be required to provide ongoing maintenance support after the completion of warranty period for a period as agreed. This support shall commence on a date to be agreed.

Maintenance Support Services are defined as ongoing production support and modifications. The Vendor will extend support on mutual agreed terms and conditions.

Maintenance Support will be required for at least 3 years after end of warranty support.

As in case of Warranty described above in section 3.2.12, during maintenance also Vendor will depute a resident engineer at DoIT for the purpose of system administration & maintenance, trouble shooting, bug fixing and rectification or any other problems related to the portal. In AMC period vendor will do Technical Support & Portal Management, Reporting Services and Measuring Success.

The response and resolution standards to remedy defect during maintenance will be same as described in Section 3.2.12 for Warranty.

4.7.4.2 Portal Management, Reporting Services and Measuring Success

Portal Management services will be required. The Department is responsible for exercising due diligence toward its constituent and
customer information, and for monitoring user access to the Portal and their respective patterns of usage.

- As NIC will be providing the hosting services they will also provide Delhi Government reports to monitor the portal. The following portal web statistics will be listed in Annexure VII will be provided by NIC. Such reports will aid the Department in their management and control of the Portal. Reports and analysis is required to identify what Portal information/pages are being accessed and how they are accessed, and how Portal information needs to be organized and managed to more effectively to meet the needs of the public. Together Department, NIC and the Vendor will therefore conduct quarterly review of the portal statistical reports and devise strategies to further improve the portal and its portal adoption. Proposals must include a description of the Vendor's approach to providing customer feedback and on-line survey reports

System will be generate automated reminder mails to departments to update content in case it remains not update for a long period of time.

Vendor will partner the Department in promotion of the Portal through periodic reviews and preparation of promotion plans. The Vendors plan must show how marketing strategies would be used to build end-user traffic to the Portal and to assure the widest possible use of the services. In addition, the plan must indicate how public access points (e.g. kiosks, etc.) could be utilized to provide greater access by the public to get on-line information.

Customer Satisfaction and Portal Adoption Rate are two major areas to be assessed and measured. Quantitative measures for evaluating
the success of the Portal are required. The measures to address include, at a minimum, the following items:

**Citizen Satisfaction:** The State Portal seeks to enable business with government to be more effective and efficient in the following ways:

- easily locate information;
- conduct business transactions, and;
- availability of services around the clock.

**Adoption of the Portal:** The goal of the Portal is to obtain a high percent of participation from citizens, businesses and employees.

Feedback from enlisted users will also be taken regularly to make improvements, enhancements. Delhi Government will also be accordingly, marketing and publicizing the Portal's availability to citizens, businesses, and employees in a variety of ways to increase utilization of the services.

**Customer Surveys:** Vendor's will be required to plan for periodically conducting customer satisfaction surveys and for determining the level of use, acceptance, and ease of use of the Portal. The Vendor will, at agreed upon intervals, report to the Department on how the issues identified in customer surveys are being addressed. The Portal must include on-line customer satisfaction surveys as one of its features.

### 4.7.5 Part 4 - Content for National Portal of India (NPI)

Vendor's will be required to review the National Portal and understand the content framework as well as the kind/forms of content to be contributed. A detail of the minimum content to be contributed for state is given as Annexure VIII. Vendor has to provide content as per the detail in Annexure VIII. On the whole the following
are the content categories that have to be contributed for the National Portal:

- State Profile
- Services
- Documents
- Forms
- Schemes
- Announcements/Events
- Directories/Web Links

4.7.5.1 Part 4(a) – NPI – Content Provisioning - Initial One Time Activity

1. Vendor's will be required to review of State Government Websites as well as other Media to identify the contents in each category to be contributed. Once the content is approved by the National Portal Coordinator (NPC), it has to be contributed to the National Portal of India (NPI) through the web-based CMS of the National Portal.

2. As per the advice of NPC, Vendor's will be required to liaison with the State Government Departments/Officers to collect the information/document to be published on the NPI. Submit the same through CMS for NPI i.e http://portalcontent.nic.in.

3. Vendor's will be required to Develop/compile/package the information if it is not available in ready format and submit the same through NPI CMS after due approval of NPC.

4. Vendor's would be required to provide the content eventually in regional language (Hindi, Urdu and Punjabi) also. This would be done in phased manner in mutual consultation with NPC.

Initially as one time activity the Vendor will be required to study the requirement and provision the content for the NPI as per the required Framework.

Part 4(b) – NPI – Updation / Review of NPI Content

Update and review of the content on the NPI as per the requirements will be an ongoing – regular activity. Following will be the details of requirements under this head.
1. Vendor's will be required to review and maintain the state specific content on the NPI for the period of contract.

2. Periodically review the state specific content on NPI and update wherever necessary.

3. Any change in policy/procedure/process applicable in any of the category of the content published should be reflected.

4. Based on the feedback received from viewers on the content, it should be reviewed and modified after due approval by the NPC.

5. If NPC feels that any information/content, which is relevant for the State and needs to be reflected on the portal then the Content Service Providers (CSP) has to make arrangement/publish the same.

4.7.5.3. Overall Roles and Responsibilities of the Content Service Providers (CSP):-

- Coordination with NPC and liaison with the State Government Departments identified by NPC for the content as the content to the National Portal is State/Department specific.
- Identification of State Specific Content across the Departments through various media channels, portals, websites, newspaper, government publications.
- Compiling the Content for the NPI as per the guidelines given in the Content framework and at the discretion of the NPC.
- Contribution of state specific services and information using the web-based CMS of the National Portal.
- Obtain the approval of the Content from the NPC before it is contributed to the Portal.
- Content contributed to the portal has to be regularly reviewed and validated formally by sending quarterly report to NPC.
- Contributing any other State specific content as per the discretion of the NPC.
- Attending Periodic Meetings chaired by NPC to review the progress of the content contributed by CSP.
- Maintaining the version of content contributed.
Eventually providing the content in the Regional Language also. This would be done in phases and would be mutually decided.

The content development, compilation and maintenance would be carried through a Web Based secured Content Management System (CMS) (http://portalcontent.nic.in)

NPC has the required authentication to update state content through the CMS, CSP would continue doing the same after going through required channel.

CSP has to provide Formats of the documents as well as other content according to e governance standards from Government of India.

4.8 Project Phase wise Deliverables
The DoIT envisages the following phases for the project. Following is the list of deliverables in various phases expected from the selected vendor. The list is not limited to the ones listed below, these shall be finalized with the selected vendor before signing of the agreement based on the proposed implementation approach and methodology of the vendor.

<table>
<thead>
<tr>
<th>Phase</th>
<th>Deliverables</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A. Study and Requirement Phase</strong></td>
<td>(a) Portal Information Structure on Service and Target Group approach that is based on Service Themes, User Target Groups Profiles etc.</td>
</tr>
<tr>
<td></td>
<td>(b) System Requirement Specifications</td>
</tr>
<tr>
<td></td>
<td>(c) Content Identification report for NPI</td>
</tr>
<tr>
<td></td>
<td>(d) Project Progress Report</td>
</tr>
<tr>
<td><strong>B. Design Phase</strong></td>
<td>(a) Internet Portal Design</td>
</tr>
<tr>
<td></td>
<td>(b) Intranet Portal Design</td>
</tr>
<tr>
<td></td>
<td>(c) Project Progress Report</td>
</tr>
</tbody>
</table>
C. System Development & Testing Phase
   (a) Project Progress Report
   (b) System and Integration Test Plan
   (c) Performance Testing Plan
   (d) UAT Plans
   (e) Test Reports
   (f) Project Progress Report

D. Training Phase
   (a) Administrator & User Training Plan
   (b) System Administrator Training Materials
   (c) User Training Materials
   (d) Project Progress Report

E. Implementation Phase
   (a) Project Progress Report

F. Maintenance Support Phase
   (a) Maintenance Plan
   (b) Quarterly review and validation Report
   (c) Project Progress Report

G. Operation Phase
   (a) NPI Content Approval and Contribution Report.
   (b) Delhi Govt. Portal Reports

H. Exit / Termination
   (a) Exit Management Schedule

4.9 Portal Documentation
The selected Vendor will be responsible for documenting all applications developed for the State Portal. This documentation must include: business/functional requirements, source code, database layout, legacy system interface requirements, program modifications, modification implementation dates, and connectivity requirements. Application documentation must be made available to the DoIT for periodic inspection.
4.10 **Portal Testing**

The selected Vendor must conduct a thorough test of all portal subsystems. This will ensure that when the system is provided to the DoIT & State department/agencies for user acceptance testing, the Vendor is confident that the portal is fully functional and operational as specified by the department. The vendor must provide a detailed test plan that specifies the testing activities and the timeline for completion.

Portal test plans must detail testing for application compliance with interfaces, policies and other services. The testing period shall be decided at the department’s discretion. Vendor must describe their testing methodology, including testing for connectivity, load balancing and fail over. Proposals must provide examples of previous test plans created and utilized by the Vendor.

4.11 **Responsibility of the DoIT**

The Department of IT will be owner of the project and will be responsible implementation of the project.

Subsequent to selection of the vendor two teams will be formed to guide the project to a successful implementation. The project management team having key department HoDs and DoIT will be responsible for the overall implementation of the project, adherence to timelines and achievements of targets. The project working group also having representatives from key departments and Department of IT. This will be the team looking after phase wise implementation, weekly, month, milestone targets and achievements on a regular, ongoing basis.
It is important to keep the government departments and agencies involved and actively participate in the Portal Project implementation. They are the key stakeholders for the project. It is very important for the selected Vendor to get a fair understanding of government departments who, where, what, how, when questions, the working, hierarchy, organization structure, services offered by particular departments. Only this will enable the Vendor to design a portal that caters sufficiently to the information need of citizens.

The DoIT will have a Project Director for Portal Project, who will be the single point of contact for the selected vendor’s Project Manager regarding all technical, functional, implementation and operational aspects of the Portal Project. The Project Director will be the key resource allocated for this project on behalf of the Department of IT.

The Public Information Officer as per the RTI Act 2005 designated by all government departments and agencies will be the single point of contact from the particular department for the purpose of implementation for this Project. This has been done in an effort to broad base project participation and support.

DoIT will coordinate with the departments for their information provided through the unified portal, during for implementation.

**Appendix – I: Contents and Format of Technical Bid**

The Technical Bid should provide the following information using the attached Standard Forms as detailed below.

- Form - 1: Format of Cover Letter
- Form – 2: Bid Application Sheet
Form – 3: Format of Power-of-Attorney  
Form – 4: Undertaking  
Form – 5: Warranty  
Form – 6: Roles and Responsibilities  
Form – 7: Performance Statements  
Form – 8: Project Team Details  
Form – 9: Project Managers’ CV  
Form – 10: Approach Paper (no format attached)  
Form – 11: Concept Demo (no format attached)  
Form – 12: Capacity Requirements (no format attached)  
Form – 13: Portal Technical Documentation (no format attached)  
Form – 14: Executive Summary of Proposed Technical Solution (no format attached)  
Form – 15: Portal Security Write Up  
Form – 16: Portal Marketing Strategies / Promotion Write Up

In preparing the Technical Proposal, Bidders are expected to examine this tender document in detail. The proposal should cover all the aspects of the scope of work mentioned in Sections 4. Any bid not found responsive with this tender document will be rejected. Material deficiencies in providing the information requested may also result in rejection of the Proposal.

The technical proposal is expected to include the following chapter’s inter-alia,

<table>
<thead>
<tr>
<th>S. No</th>
<th>Parameter</th>
<th>References</th>
</tr>
</thead>
</table>
| 1     | **Company Competitiveness**  
a. Company History and Current Performance, Development & Service Capability, Quality Management  
b. Standards/Certifications - Software Development. – SEI & ISO  
c. Experience in working with centre and state governments, public sector in India/Abroad.  
d. Average Turnover for last 3 years in area of web portal or web base software development | Appendix – II: Pre-Qualification Criteria |
e. Experience in Web Based Service

<table>
<thead>
<tr>
<th></th>
<th><strong>Consortium Details</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>- Roles and Responsibilities of the lead bidder and the partners (in case of a</td>
<td></td>
</tr>
<tr>
<td></td>
<td>consortium bid)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Copy of the agreement between consortium partners</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td><strong>Reference Installations</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Experience in providing similar Services Provided – Portal Design &amp; Development in</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Central, State Govt. PSU’s in India or abroad</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Experience in providing similar solutions, comparable in scope and magnitude of</td>
<td></td>
</tr>
<tr>
<td></td>
<td>coverage, in terms of quality of work and compliance with performance schedules</td>
<td></td>
</tr>
<tr>
<td>4 (i)</td>
<td><strong>Vendor’s Approach, Technical Solution, Security, Capacity Requirements</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Vendor Approach</td>
<td></td>
</tr>
<tr>
<td></td>
<td>a. Proposed methodology for implementation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. Concept Demo</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Proposed Technical Solution</td>
<td></td>
</tr>
<tr>
<td></td>
<td>a. Solution proposed</td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. Fulfillment of Functional Requirements</td>
<td></td>
</tr>
<tr>
<td></td>
<td>c. Fulfillment of Interface Requirements</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Reference Section IV of RFP</strong></td>
<td></td>
</tr>
<tr>
<td>4 (ii)</td>
<td><strong>Security</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>a. Security – security architecture design and implementation/integration under</td>
<td></td>
</tr>
<tr>
<td></td>
<td>IT Act of 2000 or any other relevant guidelines/laws nationally or internationally.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. Application and interface security</td>
<td></td>
</tr>
</tbody>
</table>
4 (iii) Capacity Requirements
   a. Minimum Hardware Requirements – Host Environment
   b. Minimum Hardware Requirements – Client Environment
   c. Minimum Bandwidth Requirements
   d. Specify any pre-existing hardware or software (operating systems, databases or web servers) that the Portal must interface with, or run on.

5 Service Delivery
   a. Training Plan
   b. Training Material Samples
   c. Change Management Plan

Reference Section IV of RFP

6 Human Resources
   a. Total Resources in Software Development
   b. Details of project Team dedicated for this project - Technical Skill Sets, Experience in Similar Projects, Certifications relevant to the role described
   c. CV of Project Manager dedicated for this project

Form – 8: Project Team Details

7 Post Implementation Support, Maintenance & Measuring Success

Reference Section IV of RFP

(Note: The Technical Proposal must not include any financial information.)
Form – 1: Format of Cover Letter

To,
Secretary,
IT Department, Government of NCT of Delhi
9th Level, B-Wing
Delhi Secretariat, IP Estate,
New Delhi-110002

Sub: Bid for Portal Management Services

Dear Sir,

(a) This has reference to the advertisement that was published in by Department of IT, GoNCT Delhi.

(b) Having examined the tender document and Annexures thereto and addenda numbers thereto, we, the undersigned, in conformity with the said contract, offer to provide the said services on terms of reference to be signed upon the award of contract for the sum indicated as per financial bid.

(c) We acknowledge having received the following addenda to the bid document:

<table>
<thead>
<tr>
<th>Addendum No.</th>
<th>Dated</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(d) We undertake, if our proposal is accepted, to provide the services comprise in the contract within time frame specified, starting from the date of receipt of notification of award from Secretary, DoIT, Government of NCT, Delhi.
(e) We agree to abide by this proposal for the period of 180 days from the date of bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

(f) We agree to execute a contract in the form to be communicated by Secretary (IT), incorporating all agreements with such alterations or additions thereto as may be necessary to adapt such agreement to the circumstances of the standard and notice of the award within time prescribed after notification of your intention to accept this proposal.

(g) Unless and until a formal agreement is prepared and executed this proposal together with your written acceptance thereof shall constitute a binding contract agreement.

(h) We understand that you are not bound to accept a lowest or any bid you may receive, not to give any reason for rejection of any bid and that you will not defray any expenses incurred by us in biding.

(i) We would like to clearly state that we qualify for this work as our company meets all the pre-qualification criteria indicated on your tender document. The details are as under.

<table>
<thead>
<tr>
<th>Qualification Criterion</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Turnover of the company during the last three years</td>
<td>Financial year</td>
</tr>
<tr>
<td>(Attach necessary documentary proofs.)</td>
<td>Turnover (Rs.)</td>
</tr>
<tr>
<td></td>
<td>Profit After Tax (Rs.)</td>
</tr>
<tr>
<td></td>
<td>2005-06</td>
</tr>
<tr>
<td></td>
<td>2004-05</td>
</tr>
<tr>
<td></td>
<td>2003-04</td>
</tr>
<tr>
<td>2. Year of establishment. Certificate of Incorporation Enclosed</td>
<td>Give Page no. where proof is given.</td>
</tr>
<tr>
<td>or not?</td>
<td></td>
</tr>
<tr>
<td>3. Latest ISO 9001:2000 valid certificate is enclosed /or not?</td>
<td>Yes/No</td>
</tr>
<tr>
<td></td>
<td>Give Page no. where proof is given.</td>
</tr>
<tr>
<td>4. SEI CMM Level 5 for software development practices.</td>
<td>Yes/No</td>
</tr>
<tr>
<td></td>
<td>Give Page no. where proof is given.</td>
</tr>
<tr>
<td>Qualification Criterion</td>
<td>Details</td>
</tr>
<tr>
<td>----------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| 5. Address and contact numbers of technical support office in the National Capital Region | Yes/No  
Give Page no. where proof is given.                                                                                                                                 |
| 6. Whether all parties to the consortium have been making profits for the last 3 financial years. Attach certificate from your CA/s. | Yes/No  
Co. 1, 2..n (all consortium co’s)  
Financial year | Turnover (Rs.) | Profit After Tax (Rs.)  
2005-06  
2004-05  
2003-04 | Give Page no. where proof is given.                                                                                                                                 |
| 7. Whether you have average turnover not less than 5 (five) crores in area of web portal or web based software development for the last three years. Attach certificate from your CA. | Yes/No  
Give Page no. where proof is given.                                                                                                                                 |
| 8. Whether you have proven experience for five years experience in web base software development (Enclose the list of projects and attach necessary documentary proofs. As per form 7) | Yes/No  
Give Page no. where proof is given.                                                                                                                                 |
| 9. Whether you are well versed in successfully implementing Web Technologies using Open Standard Platforms. (Enclose the list of projects and attach necessary documentary | Yes/No  
Give Page no. where proof is given.                                                                                                                                 |
<table>
<thead>
<tr>
<th>Qualification Criterion</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>proofs. As per form 7)</td>
<td></td>
</tr>
<tr>
<td>10. Whether you have minimum experience of three years in providing Content Development</td>
<td>Yes/No</td>
</tr>
<tr>
<td>services for websites/ Portals/ electronics Publishing. (Enclose Necessary documentary</td>
<td>Give Page no. where proof is given.</td>
</tr>
<tr>
<td>proofs as per Form 7)</td>
<td></td>
</tr>
<tr>
<td>11. Whether you have successfully completed at least four similar projects in central/</td>
<td>Yes/No</td>
</tr>
<tr>
<td>state government, public sector units in India or abroad. (Enclose the list of projects</td>
<td>Give Page no. where proof is given.</td>
</tr>
<tr>
<td>and attach necessary documentary proofs. As per form 7)</td>
<td></td>
</tr>
<tr>
<td>12. Whether you have successfully completed at least two of the similar projects (as</td>
<td>Yes/No</td>
</tr>
<tr>
<td>detailed in point 8 above) worth at least Rs. 20 Lakhs each in India.</td>
<td>Give Page no. where proof is given.</td>
</tr>
<tr>
<td>13. Whether you have provided references of all four Companies/organizations, with</td>
<td>Yes/No</td>
</tr>
<tr>
<td>contact persons, their address and telephone numbers etc., to whom Portal Platform</td>
<td>Give Page no. where proof is given.</td>
</tr>
<tr>
<td>Platforms Provisioned.</td>
<td></td>
</tr>
<tr>
<td>14. Number of key persons on roll who have sufficient experience in designing, building,</td>
<td>Give Page no. where proof is given. At least 20 members are required.</td>
</tr>
<tr>
<td>implementing web based integrated solutions. Please enclose the list of Persons (Project</td>
<td></td>
</tr>
<tr>
<td>Manager) who intend to be deployed on GOVERNMENT</td>
<td></td>
</tr>
</tbody>
</table>
### Qualification Criterion

<table>
<thead>
<tr>
<th>Qualification Criterion</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>OF NCT OF DELHI project if awarded.</td>
<td></td>
</tr>
</tbody>
</table>
| 15. Have you committed to deploy a Project Manager/Program Manager in the project who has a total of 8 years experience and who has steered at least two portal development projects from ideation to implementation stage in a multi-disciplinary manner. (Attach detailed CV of the proposed Project Manager) | Yes/No – Project Manager: ____________________  
(Give Page no. where CV is given) |
| 16. Whether you have provided attested copies of the valid                              | Yes/No  
Give Page no. where proof/s are given.                                               |
|   a. License No.                                                                         |                                                                         |
|   b. Provident Fund No                                                                  |                                                                         |
|   c. ESI No.                                                                             |                                                                         |
|   d. PAN No.                                                                            |                                                                         |
|   e. Service Tax Registration No.                                                       |                                                                         |
|   f. Income Tax Clearance Certificate                                                   |                                                                         |

We understand that if the details given in support of claims made above are found to be untenable or unverifiable or both our application may be rejected without any reference to us. We further clearly understand that DoIT, GoNCT Delhi is not obliged to inform us of the reasons of rejection of our Applications.

Dated this _____ day of ________________ 2007

Signature

(Company Seal)

In the capacity of
Duly authorized to sign Applications for and on behalf of:
Form – 2: Bid Application Sheet

<table>
<thead>
<tr>
<th>Name of the Company:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Registered Office Address:</th>
</tr>
</thead>
<tbody>
<tr>
<td>No.</td>
</tr>
<tr>
<td>Street</td>
</tr>
<tr>
<td>Area / Locality</td>
</tr>
<tr>
<td>City</td>
</tr>
<tr>
<td>PIN</td>
</tr>
<tr>
<td>Telephone</td>
</tr>
<tr>
<td>Fax</td>
</tr>
<tr>
<td>E-mail</td>
</tr>
<tr>
<td>URL</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Local Office Address:</th>
</tr>
</thead>
<tbody>
<tr>
<td>No.</td>
</tr>
<tr>
<td>Street</td>
</tr>
<tr>
<td>Area / Locality</td>
</tr>
<tr>
<td>City</td>
</tr>
<tr>
<td>PIN</td>
</tr>
<tr>
<td>Telephone</td>
</tr>
<tr>
<td>Fax</td>
</tr>
<tr>
<td>E-mail</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contact Person:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
</tr>
<tr>
<td>Designation</td>
</tr>
<tr>
<td>Telephone</td>
</tr>
<tr>
<td>Fax</td>
</tr>
<tr>
<td>E-mail</td>
</tr>
</tbody>
</table>
Form – 3: Format of Power-of-Attorney

(On Stamp Paper of relevant value)

Know all men by these presents, we ________________________ (name of the company and address of the registered office) do hereby appoint and authorize Mr. ________________________ (full name and residential address) who is presently employed with us and holding the position of ________________________ as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our proposal for Delhi Govt. Portal – Content Management Services in response to the tenders invited by the Secretary (IT), including signing and submission of all documents and providing information/responses to Secretary (IT) in all matters in connection with our Bid.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated this ____ day of ______________ 2007

For ________________________

(Signature)
(Name, Designation and Address)

Accepted
(Signature)
(Name, Title and Address of the Attorney)
Date:
Note:

i. To be executed by an authorized representative of the bidder.

ii. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants and when it is so required the same should be under common seal affixed in accordance with the required procedure.

iii. Also, wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a resolution/power of attorney in favor of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.

iv. In case the Application is signed by an authorized Director / Partner or Proprietor of the Applicant, a certified copy of the appropriate resolution / document conveying such authority may be enclosed in lieu of the Power of Attorney.
Form – 4: Undertaking

1. It is certified that the information furnished here in and as per the document submitted is true and correct and nothing has been concealed or tampered with. We have gone through all the conditions of tender and are liable to any punitive action for furnishing false information / documents.

2. The technical solution offered fully meets your requirements and have no deviations and variations to the scope of work defined in this RFP. The entire work shall be performed as per DoIT, GoNCT Delhi’s specifications and documents.

3. The company has 100 people in the software development.

Dated this ____ day of ________________ 2007

Signature

(Company Seal)

In the capacity of

Duly authorized to sign Applications for and on behalf of:
Form – 5: Warranty

(Please see Section 3 for the General Conditions of Contract)

W A R R A N T Y

We warrant that all the Platform Portal to be customised, Portal and related documentation to be Designed, Developed and Implemented by us hereunder has be specifically designed and developed for the Department and shall be based on most recent and current techniques. We shall be fully responsible for its efficient and effective functioning. This warranty shall survive inspection of and payment for, and acceptance but shall expire twelve (12) months after the successful implementation and acceptance by the Department.

The obligations under the Warranty expressed above shall include all costs relating to Study, Analysis & Design, Development, Implementation, Training, Maintenance of the Application Software under the scope of this Contract, and removing of any defects from the same, for which notice is promptly given by the Department to the Vendor.

________________________       _________________________
Signature of the Witness       Signature of the Tenderer

Date : ______________________
## Form – 6: Roles and Responsibilities

<table>
<thead>
<tr>
<th>Roles and Responsibilities</th>
<th>Lead Bidder</th>
<th>Consortium Partner 1</th>
<th>Consortium Partner 2</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Part / Activities (As per Scope of Work in Section IV)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Project Part 1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activity 1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activity 2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Etc....</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Project Part 2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activity 1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activity 2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Etc....</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Project Part 3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activity 1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activity 2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Etc....</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Project Part 3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activity 1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activity 2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Etc....</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Project Part 4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activity 1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activity 2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Etc....</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Form – 7: Performance Statement

**[Project Title]**
*(Attach separate sheet for each project)*

<table>
<thead>
<tr>
<th>Client / Project Promoter</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Person</td>
<td></td>
</tr>
<tr>
<td>Address:</td>
<td></td>
</tr>
<tr>
<td>No.</td>
<td></td>
</tr>
<tr>
<td>Street</td>
<td></td>
</tr>
<tr>
<td>Area / Locality</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td>PIN</td>
</tr>
<tr>
<td>Telephone</td>
<td>Fax</td>
</tr>
<tr>
<td>E-mail</td>
<td></td>
</tr>
<tr>
<td>URL</td>
<td></td>
</tr>
<tr>
<td>Project Brief</td>
<td></td>
</tr>
</tbody>
</table>

| Role of your Organization |  |
| Value of Project          |  |
| Hardware Environment      |  |
| Software Environment      |  |
| Duration of the Project   |  |
| Commencement Date         |  |
| Project Completion Date   |  |
| Project Status            |  |
Form – 8: Project Team Details

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Name of the Employee</th>
<th>Designation</th>
<th>Qualifications</th>
<th>Total Experience</th>
<th>Expertise / Skill Set</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Appendix – II: Pre-Qualification Criteria

The Bidding is open to all qualified Tenderer who fully meet the following qualifying requirements:

1. The word “Company” here includes registered society/company, partnership firm, a consortium or a proprietary concern.

2. The “Tenderer” shall be an Indian Company/Firm may be with equity stake of foreign/Indian partner or foreign/Indian consortium partner as technology provider who is submitting bid for the this Tender. In case of a consortium the roles and responsibilities of the lead bidder and the partners should be clearly declared in advance in application in the Technical Bid. The prime bidder and consortium responsibility chart must clearly indicate that more than 50% of total work is carried out by the prime bidder. However, for all purposes (operational, administrative, implementation and reporting etc.) the primary bidder will be solely responsible to the Department. (Reference Form – 6: Roles and Responsibilities). A copy of the agreement reached between the consortium parties needs to be submitted as part of the technical bid.

3. The “Tenderer” should have minimum five years experience in the web base software development. The “Tenderer” must be a reputed firm/company engaged in providing Portal Platform for at least last three years also. Proof of this will have to be submitted.

4. The “Tenderer” should have minimum experience of three years in providing Content Development services for websites/Portals/electronics Publishing. Proof of this will have to be submitted.
5. The primary bidder and companies party to the consortium should have been making profits in the last three financial years. Proof of this will have to be submitted.

6. The average turnover of “Primary Bidder” for the last three years should be not less than 5 (five) crores in area of web portal or web based software development. Proof of this will have to be submitted.

7. Certifications - the “Tenderer” / any member of the consortium should have
   b. SEI CMM Level 5 for software development practices.
   Proof of this will have to be submitted.

8. The “Tenderer” should be well versed in Web Technologies using Open Standard Platforms. The applicant company should have designed, developed and implemented integrated web portals and software solutions. Proof of this will have to be submitted.

9. The “Tenderer” must have experience in delivering State government-oriented applications that can be customized for implementation on the State / Municipality / City Portal. Descriptions must include such applications as, but not be limited to G2C services. Proof of this will have to be submitted.

10. “Tenderer” should have successfully completed at least four similar projects in central/state government, public sector units in India or abroad. Tenderer must have successfully completed at least two of these similar projects worth at least Rs. 20 Lakhs each in India. Descriptions must
include examples and URL's showing the Tenderer's performance on other State portal sites, government portal sites or major municipal/city portals. Information provided about other portal sites must include the number of Web hits, the number and types of services, transactions processed, and the number of registered or subscription users. Proof of this will have to be submitted.

11. The “Tenderer” should have 20 key persons on roll who have sufficient experience in designing, building, implementing web based integrated solutions. Names of such persons along with skills, qualification, certifications, experience details need to be submitted by the Tenderer.

12. The ‘Tenderer’ should have skilled/experience Content writers on its Payroll. Names of such persons along with skills, qualification, certifications, experience details need to be submitted by the Tenderer.

13. The “Tenderer” should have at least 100 people in the software development. The bidder’s management will have to certify the same.

14. The “Tenderer” should have ability to provide an expedient implementation. Proposals must include examples of its aggressive implementations based on previous portal delivery implementation deadlines and/or requirements.

15. The “Tenderer” should have at least one implementation/technical support office in the National Capital Region.

16. The applicant company should give commitment to deploy a Project Manager in the project who has a total of 8 years experience and who has steered at least two portal development projects from ideation to implementation stage in a multi-disciplinary manner. The detailed CV of
the proposed Project Manager for this project has to be submitted with in this bid.

17. The applicant company should be providing references of all four Companies/organizations, with contact persons, their address and telephone numbers etc., to whom Portal Platform Platforms provisioned, as referred in point 8 and 9 above.

The Department reserves the right to carry out the capability assessment of the “Tenderer” and the Department's decision shall be final in this regard.

In the case of consortium letter/s of support from the consortium partner/s indicating details of their commitment and support that is committed to the Lead Bidder must be enclosed as per the roles and responsibilities of the collaborator/consortium partner (as per Form 6).
Appendix - III: Content and format of Financial Bid

1. Development and Implementation Cost

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Cost (Rupees)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Part I Information Integration (Total of 1a+1b+1c)</td>
<td>Total (Ia + Ib+Ic)</td>
</tr>
<tr>
<td>Part II - Training</td>
<td>Total (IIa + IIb + IIc)</td>
</tr>
<tr>
<td>A Administrator Training (Rates for 2 Batches)</td>
<td></td>
</tr>
<tr>
<td>B Trainer Training (Rates for 2 Batches)</td>
<td></td>
</tr>
<tr>
<td>C User Training (Rates for 5 Batches)</td>
<td></td>
</tr>
</tbody>
</table>

Part III - Technical Support & Portal Management, Reporting Services and Measuring Success

Part IV - Content for National Portal of India (NPI)

<table>
<thead>
<tr>
<th>Part IV (a) Content for National Portal of India (NPI)</th>
<th>Total IV (IVa + IVb)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Part IV (b) Content for National Portal of India (NPI)</td>
<td>Annual Charges</td>
</tr>
</tbody>
</table>
| Total                                                   | [I] + [II{A} + II{B}) + II{C}] + 3*[III]+[IV{A} + 3*IV{B}] |}

Dated this ____ day of _________________ 2007.

Signature
(Company Seal) ________________
In the capacity of

Duly authorized to sign bids for and on behalf of: ______________________

Evaluation will be done using following formula:

\[ \text{[I]} + \text{[II\{A\} + II\{B\} + II\{C\}]} + 3^*\text{[III]} + \text{[IV\{A\} + 3^*IV\{B\}]} \]

Note:

1. Total cost of the project arrived by the above formula will be considered for financial bid evaluation.

2. Definition and Scope of each of content element of Part IV is given in Annexure VIII. Indicate Price for completing entire Work in each Content Item category.
## Appendix – IV: List of Delhi Government Websites

<table>
<thead>
<tr>
<th>S.No</th>
<th>Department Name</th>
<th>Department URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Administrative Reforms</td>
<td><a href="http://www.ar.delhigovt.nic.in">http://www.ar.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>2</td>
<td>Ambedkar Institute of Technology</td>
<td><a href="http://www.ait.delhigovt.nic.in">http://www.ait.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>3</td>
<td>Art, Culture and Language</td>
<td><a href="http://www.artandculture.delhigovt.nic.in">http://www.artandculture.delhigovt.nic.in</a></td>
</tr>
<tr>
<td></td>
<td>Audit</td>
<td><a href="http://www.audit.delhigovt.nic.in">http://www.audit.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>5</td>
<td>Board of Homeopathic System of Medicine</td>
<td><a href="http://www.delhihomeoboard.com">http://www.delhihomeoboard.com</a></td>
</tr>
<tr>
<td>6</td>
<td>CATS</td>
<td><a href="http://delhigovt.nic.in/dept/health/cat.asp">http://delhigovt.nic.in/dept/health/cat.asp</a></td>
</tr>
<tr>
<td>7</td>
<td>Central Jail</td>
<td><a href="http://tiharprisons.nic.in">http://tiharprisons.nic.in</a></td>
</tr>
<tr>
<td>8</td>
<td>Chacha Nehru Bal Chikitsalaya</td>
<td><a href="http://www.cnbc.delhigovt.nic.in">http://www.cnbc.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>9</td>
<td>Chit Fund</td>
<td><a href="http://www.chitfund.delhigovt.nic.in">http://www.chitfund.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>10</td>
<td>College of Arts</td>
<td><a href="http://delhigovt.nic.in/newdelhi/dept/art/welcome.html">http://delhigovt.nic.in/newdelhi/dept/art/welcome.html</a></td>
</tr>
<tr>
<td>11</td>
<td>Conservator of Forest</td>
<td><a href="http://www.forest.delhigovt.nic.in">http://www.forest.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>12</td>
<td>Delhi Agriculture Mkt. Board</td>
<td><a href="http://www.delagrimarket.org">http://www.delagrimarket.org</a></td>
</tr>
<tr>
<td>13</td>
<td>Delhi College of Engineering</td>
<td><a href="http://www.dce.ac.in/">http://www.dce.ac.in/</a></td>
</tr>
<tr>
<td>14</td>
<td>Delhi Commission for Women</td>
<td><a href="http://www.dcw.delhigovt.nic.in">http://www.dcw.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>15</td>
<td>Delhi co-op. Housing Societies Finance Co. Ltd.</td>
<td><a href="http://www.dchfcdelhi.com">www.dchfcdelhi.com</a></td>
</tr>
<tr>
<td>16</td>
<td>Delhi Electricity Regulatory Commission</td>
<td><a href="http://www.derc.gov.in">http://www.derc.gov.in</a></td>
</tr>
<tr>
<td>17</td>
<td>Delhi Financial Corporation(DFC)</td>
<td><a href="http://www.dfcdelhi.nic.in">http://www.dfcdelhi.nic.in</a></td>
</tr>
<tr>
<td>18</td>
<td>Delhi Fire Services</td>
<td><a href="http://www.dfsdelhigovt.nic.in">http://www.dfsdelhigovt.nic.in</a></td>
</tr>
<tr>
<td>19</td>
<td>Delhi Jal Board(DJB)</td>
<td><a href="http://www.delhijalboard.nic.in">http://www.delhijalboard.nic.in</a></td>
</tr>
<tr>
<td>20</td>
<td>Delhi Kalyan Samiti</td>
<td><a href="http://delhigovt.nic.in/dept/dks/login.asp">http://delhigovt.nic.in/dept/dks/login.asp</a></td>
</tr>
<tr>
<td>21</td>
<td>Delhi Khadi Village Industries Board(DKVIB)</td>
<td><a href="http://www.dkvib.delhigovt.nic.in">http://www.dkvib.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>22</td>
<td>Delhi Labour Welfare Board</td>
<td><a href="http://www.dlwbdelhigovt.nic.in">http://www.dlwbdelhigovt.nic.in</a></td>
</tr>
<tr>
<td>23</td>
<td>Delhi Legislative Assembly Sectt.</td>
<td><a href="http://www.delhiassembly.nic.in">http://www.delhiassembly.nic.in</a></td>
</tr>
<tr>
<td>24</td>
<td>Delhi Minority Commission</td>
<td><a href="http://www.dmc.delhigovt.nic.in/">http://www.dmc.delhigovt.nic.in/</a></td>
</tr>
<tr>
<td>25</td>
<td>Delhi Pharmay Council</td>
<td><a href="http://www.pharmacy.delhigovt.nic.in">http://www.pharmacy.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>26</td>
<td>Delhi Police</td>
<td><a href="http://delhipolicenic.in">http://delhipolicenic.in</a></td>
</tr>
<tr>
<td>27</td>
<td>Delhi Pollution Control Committee</td>
<td><a href="http://www.dpcc.delhigovt.nic.in">http://www.dpcc.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>28</td>
<td>Delhi Power Co Ltd (Transco)</td>
<td><a href="http://www.delhitransco.gov.in">http://www.delhitransco.gov.in</a></td>
</tr>
<tr>
<td>29</td>
<td>Delhi SC/ST/OBC Minorities Fin. &amp; Dev. Corp. Ltd</td>
<td><a href="http://www.dsfdc.org">http://www.dsfdc.org</a></td>
</tr>
<tr>
<td>30</td>
<td>Delhi State AIDS Control Society</td>
<td><a href="http://www.dssacs.delhigovt.nic.in">http://www.dssacs.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>31</td>
<td>Delhi State Civil Supplies corporation limited (DSCSC)</td>
<td><a href="http://www.dscsc.delhigovt.nic.in">http://www.dscsc.delhigovt.nic.in</a></td>
</tr>
<tr>
<td></td>
<td>Delhi State Election Commission</td>
<td><a href="http://www.sec.delhigovt.nic.in">http://www.sec.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>---</td>
<td>---------------------------------</td>
<td>----------------------------------</td>
</tr>
<tr>
<td>33</td>
<td>Delhi State Industrial &amp; Infrastructure Devp. Corp</td>
<td><a href="http://www.dsiidc.org">http://www.dsiidc.org</a></td>
</tr>
<tr>
<td>34</td>
<td>Delhi Subordinate Services Selection Board</td>
<td><a href="http://www.dsssb.delhigovt.nic.in">http://www.dsssb.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>35</td>
<td>Delhi Tourism &amp; Transportation Devp. Corp. (DTT&amp;DC)</td>
<td><a href="http://www.delhitourism.nic.in">http://www.delhitourism.nic.in</a></td>
</tr>
<tr>
<td>36</td>
<td>Delhi Traffic Police</td>
<td><a href="http://www.delhitrafficpolice.nic.in">http://www.delhitrafficpolice.nic.in</a></td>
</tr>
<tr>
<td>37</td>
<td>Delhi Transport Corporation (DTC)</td>
<td><a href="http://dtc.nic.in">http://dtc.nic.in</a></td>
</tr>
<tr>
<td>38</td>
<td>Deputy Commissioner (Central)</td>
<td><a href="http://www.dccentral.delhigovt.nic.in">http://www.dccentral.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>39</td>
<td>Deputy Commissioner (East)</td>
<td><a href="http://www.dceast.delhigovt.nic.in">http://www.dceast.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>40</td>
<td>Deputy Commissioner (New Delhi)</td>
<td><a href="http://www.dcnortheast.delhigovt.nic.in">http://www.dcnortheast.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>41</td>
<td>Deputy Commissioner (North East)</td>
<td><a href="http://www.dcnortheast.delhigovt.nic.in">http://www.dcnortheast.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>42</td>
<td>Deputy Commissioner (North West)</td>
<td><a href="http://www.dcnorthwest.delhigovt.nic.in">http://www.dcnorthwest.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>43</td>
<td>Deputy Commissioner (North)</td>
<td><a href="http://www.dcnorth.delhigovt.nic.in">http://www.dcnorth.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>44</td>
<td>Deputy Commissioner (South West)</td>
<td><a href="http://www.dcsouthwest.delhigovt.nic.in">http://www.dcsouthwest.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>45</td>
<td>Deputy Commissioner (South)</td>
<td><a href="http://www.dcsouth.delhigovt.nic.in">http://www.dcsouth.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>46</td>
<td>Deputy Commissioner (West)</td>
<td><a href="http://www.dcwest.delhigovt.nic.in">http://www.dcwest.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>47</td>
<td>Development</td>
<td><a href="http://development.delhigovt.nic.in">http://development.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>48</td>
<td>Directorate of Agricultural Marketing</td>
<td><a href="http://agriculturalmarketing.delhigovt.nic.in">http://agriculturalmarketing.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>49</td>
<td>Directorate of Economics And Statistics</td>
<td><a href="http://www.des.delhigovt.nic.in">http://www.des.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>50</td>
<td>Directorate of Health Services (DHS)</td>
<td><a href="http://www.health.delhigovt.nic.in">http://www.health.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>51</td>
<td>Directorate of Small Savings</td>
<td><a href="http://delhigovt.nic.in/dept/finance/small_savings/default.asp">http://delhigovt.nic.in/dept/finance/small_savings/default.asp</a></td>
</tr>
<tr>
<td>52</td>
<td>District &amp; Session Judge Office</td>
<td><a href="http://www.delhicourts.nic.in">http://www.delhicourts.nic.in</a></td>
</tr>
<tr>
<td>53</td>
<td>District Administration</td>
<td><a href="http://www.districts.delhigovt.nic.in">http://www.districts.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>54</td>
<td>Education</td>
<td><a href="http://www.edudel.nic.in">http://www.edudel.nic.in</a></td>
</tr>
<tr>
<td>55</td>
<td>Election (Chief Electoral Office)</td>
<td><a href="http://www.ceodelhi.nic.in">http://www.ceodelhi.nic.in</a></td>
</tr>
<tr>
<td>56</td>
<td>Employment</td>
<td><a href="http://www.emp-dlehi.gov.in">http://www.emp-dlehi.gov.in</a></td>
</tr>
<tr>
<td>57</td>
<td>Environment</td>
<td><a href="http://www.environment.delhigovt.nic.in">http://www.environment.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>58</td>
<td>Excise</td>
<td><a href="http://www.excise.delhigovt.nic.in">http://www.excise.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>59</td>
<td>Finance</td>
<td><a href="http://delhigovt.nic.in/dept/finance/index.asp">http://delhigovt.nic.in/dept/finance/index.asp</a></td>
</tr>
<tr>
<td>60</td>
<td>Food and Supplies</td>
<td><a href="http://delhigovt.nic.in/dept/food/content.asp">http://delhigovt.nic.in/dept/food/content.asp</a></td>
</tr>
<tr>
<td>61</td>
<td>G. B. Pant Hospital</td>
<td><a href="http://www.gbpant.org">http://www.gbpant.org</a></td>
</tr>
<tr>
<td>62</td>
<td>Guru Gobind Singh Indraprastha University</td>
<td><a href="http://www.ipu.ac.in">http://www.ipu.ac.in</a></td>
</tr>
<tr>
<td>63</td>
<td>Higher Education</td>
<td><a href="http://www.higheredn.delhigovt.nic.in">http://www.higheredn.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>64</td>
<td>Home Guard &amp; Civil Defence</td>
<td><a href="http://www.delhihomeguards.nic.in">http://www.delhihomeguards.nic.in</a></td>
</tr>
<tr>
<td>65</td>
<td>IHBAS</td>
<td><a href="http://www.ihbas.delhigovt.nic.in">http://www.ihbas.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>66</td>
<td>Indraprastha Power Generation Co.Ltd</td>
<td><a href="http://www.ipgcl-ppcl.com">http://www.ipgcl-ppcl.com</a></td>
</tr>
<tr>
<td>67</td>
<td>Industries</td>
<td><a href="http://www.industries.delhigovt.nic.in">http://www.industries.delhigovt.nic.in</a></td>
</tr>
<tr>
<td></td>
<td>Department Name</td>
<td>Website Link</td>
</tr>
<tr>
<td>---</td>
<td>--------------------------------------------------------------------------------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>68</td>
<td>Information and Publicity</td>
<td><a href="http://www.publicity.delhigovt.nic.in">http://www.publicity.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>69</td>
<td>Information Technology</td>
<td><a href="http://www.delhigovt.nic.in">http://www.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>70</td>
<td>Institute of Liver and Biliary Sciences</td>
<td><a href="http://ilbs.delhigovt.nic.in">http://ilbs.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>71</td>
<td>Irrigation and Flood Control(I&amp;FC)</td>
<td><a href="http://www.ifc.delhigovt.nic.in">http://www.ifc.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>72</td>
<td>Labour</td>
<td><a href="http://www.labour.delhigovt.nic.in">http://www.labour.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>73</td>
<td>Land and Building</td>
<td><a href="http://www.land.delhigovt.nic.in">http://www.land.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>74</td>
<td>Law and Justice and Legislative Affairs</td>
<td><a href="http://www.law.delhigovt.nic.in">http://www.law.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>75</td>
<td>LN Hospital</td>
<td><a href="http://www.lnjp.delhigovt.nic.in">http://www.lnjp.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>76</td>
<td>Lokayukta</td>
<td><a href="http://www.delhidemo.nic.in/lokayukta/home.asp">http://www.delhidemo.nic.in/lokayukta/home.asp</a></td>
</tr>
<tr>
<td>77</td>
<td>Mahatma Gandhi Institute of Integrated Rural Energy Planning and Development</td>
<td><a href="http://www.mgiirepd.org.in">http://www.mgiirepd.org.in</a></td>
</tr>
<tr>
<td>78</td>
<td>MAMC</td>
<td><a href="http://www.mamc.ac.in">http://www.mamc.ac.in</a></td>
</tr>
<tr>
<td>79</td>
<td>MCD</td>
<td><a href="http://www.mcdonline.gov.in">http://www.mcdonline.gov.in</a></td>
</tr>
<tr>
<td>80</td>
<td>NCC</td>
<td><a href="http://ncc.delhigovt.nic.in">http://ncc.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>81</td>
<td>Netaji Subhash Institute of Tech.</td>
<td><a href="http://www.nsit.ac.in">http://www.nsit.ac.in</a></td>
</tr>
<tr>
<td>82</td>
<td>New Delhi Municipal Corporation(NDMC)</td>
<td><a href="http://www.ndmc.gov.in">http://www.ndmc.gov.in</a></td>
</tr>
<tr>
<td>83</td>
<td>OBC Commission</td>
<td><a href="http://delhigovt.nic.in/newdelhi/dept/obc/index.html">http://delhigovt.nic.in/newdelhi/dept/obc/index.html</a></td>
</tr>
<tr>
<td>84</td>
<td>Planning</td>
<td><a href="http://www.delhiplanning.nic.in">http://www.delhiplanning.nic.in</a></td>
</tr>
<tr>
<td>85</td>
<td>Prevention of Food Adultration (PFA)</td>
<td><a href="http://www.pfa.delhigovt.nic.in">http://www.pfa.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>86</td>
<td>Principal Accounts Office</td>
<td><a href="http://www.coa.delhigovt.nic.in">http://www.coa.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>87</td>
<td>Public Grievances Commission</td>
<td><a href="http://www.pgc.delhigovt.nic.in">http://www.pgc.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>88</td>
<td>Public Works Department(PWD)</td>
<td><a href="http://www.pwd.delhigovt.nic.in">http://www.pwd.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>89</td>
<td>Registrar Cooperative Society</td>
<td><a href="http://www.rcs.delhigovt.nic.in">http://www.rcs.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>90</td>
<td>SCERT</td>
<td><a href="http://www.scertdelhi.org">http://www.scertdelhi.org</a></td>
</tr>
<tr>
<td>91</td>
<td>Services</td>
<td><a href="http://services.delhigovt.nic.in">http://services.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>92</td>
<td>Shaheed Sukhdev College of Business Studies</td>
<td><a href="http://www.cbsdu.net">http://www.cbsdu.net</a></td>
</tr>
<tr>
<td>93</td>
<td>Social Welfare / Rehabilitation Services</td>
<td><a href="http://www.socialwelfare.delhigovt.nic.in">http://www.socialwelfare.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>94</td>
<td>Trade and Taxes</td>
<td><a href="http://www.dvat.gov.in">http://www.dvat.gov.in</a></td>
</tr>
<tr>
<td>95</td>
<td>Training &amp; Technical Education</td>
<td><a href="http://www.tte.delhigovt.nic.in">http://www.tte.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>96</td>
<td>Transport</td>
<td><a href="http://www.transport.delhigovt.nic.in">http://www.transport.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>97</td>
<td>Union Territory Civil Services (UTCS)</td>
<td><a href="http://www.utcs.delhigovt.nic.in">http://www.utcs.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>98</td>
<td>Vigilance</td>
<td><a href="http://www.delhigovt.nic.in/dept/vigilance/welcome.htm">http://www.delhigovt.nic.in/dept/vigilance/welcome.htm</a></td>
</tr>
<tr>
<td>99</td>
<td>Weights &amp; Measures</td>
<td><a href="http://www.weights.delhigovt.nic.in">http://www.weights.delhigovt.nic.in</a></td>
</tr>
<tr>
<td>100</td>
<td>Welfare of SC/ST</td>
<td><a href="http://www.scstwelfare.delhigovt.nic.in">http://www.scstwelfare.delhigovt.nic.in</a></td>
</tr>
</tbody>
</table>
Appendix – V: Technical Requirements

1. **Implementation Approach**
   Bidders are required to specify a suggested implementation methodology/approach for the proposed solution. Including but not necessarily limited to approach paper, concept demo, timelines, phases, milestones, testing and training.

   In the technical evaluation process, the bidders will be called to give presentation, wherein the vendors will be given approximately 30 minutes to explain their approach, methodology for implementation and give the Concept Demo.

   The selected vendor will be required to identify two project team members including one Project Manager. These two proposed resources will be part of the team making presentation during the technical evaluation stage and the same Project Manager will be the 100% dedicated resource for the complete period of the project. The team members will be interviewed and marked in technical evaluation scores.

2. **Software Development Life Cycle Processes**
   The Vendor’s must describe their software development life cycle. This includes, but is not limited to: major project phases; project management processes; descriptions of the project deliverables to be produced. Vendors must identify all checkpoints within their methodology where Department acceptance/sign-off is required. In addition, vendors must explain how each of the following processes will be performed and what role the Delhi Government would have in the process:
   - System testing – testing conducted to review product code for accuracy of processing as well as accuracy of operation.
• Acceptance testing verification and validation - verification that a product meets the specifications and validation that the product meets the customer’s requirements.
• Risk Management - identification, analysis and prioritization of risks with associated plans to eliminate or mitigate those risks.

3. **System Security**
The bidder must include a detailed description of the proposed solution’s security features. The bidder must explain, in detail, the security model, of the application, and describe the tasks required to configure and maintain application security. The bidder shall also state how the system security or user validation can be integrated with identities management software within network environments.

4. **Security & Audit Requirements for Hosting on NIC**

Hosting of portal/application on NIC server requires security audit certification for vulnerability assessment and penetration testing of computer systems and networks of various organizations of the government. Indian Computer Emergency Response Team (CERT-IN) under DIT, GoI has created a panel of IT Security Auditors for auditing.

On finalization of Portal, before hosting on NIC, the Vendor will be required to get Security Audit Certification from any of the empanelled Security Auditors (list available on [http://www.cert-in.org.in/](http://www.cert-in.org.in/)). The audit will have to be performed to identify application level vulnerabilities and various web attacks like SQL Injection, CRLF Injection, Directory Traversal, Authentication hacking/attacks, Password strength on authentication pages (HTTP & HTML form), Scan JavaScript for security vulnerabilities, File inclusion attacks, Exploitable hacking vulnerable.
After launch of the new portal, Vendor will be required to provide security audit certification on a yearly basis during the warranty period. The audit report has to be submitted to Department of IT. On continuation of AMC the same no. of audits will be done in the AMC years also. The cost of all these Audits will also be borne by the Vendor.

After deployment, Audit may be required in case of addition/ updation of dynamic content for a particular department. For this audit responsibility will be taken by the concerned department whose content is updated.

5. **Portal Technical Documentation**

The bidder will provide a complete itemization of all the major components required to implement and support the State Portal. The objective of this itemization is to further gain an understanding of the Vendor’s approach and the strength of that approach.

All significant items and/or associated items must be included under the appropriate category such as hardware, software with version, telecommunications facilities, staffing, applications, testing platform with all its associated components, and operational facilities with associated support services.

a. **Category 1: Hardware, other devices and network and connectivity**

Device and/or machine specifications for the Portal: Provide an itemization of all devices and/or machines required to maintain the Portal site production environment. Such itemization includes: machine make and model, firmware, operating system, utilities, and significant hardware drivers. Versions must be included where applicable.

Network and connectivity for the Portal: Provide an itemization of all major systems, components, layouts and/or diagrams required to support the
network and associated connectivity in the State Portal production environment.

b. Category 2: Software
Software Environment of the State Portal: Provide an itemization of all software required to maintain the State Portal site production environment. Such itemization includes: software development tools, application, and database server software, utilities, and device drivers. Versions must be included where applicable.

6. Technical Requirements
The portal technical requirements are indicated below:

- Standards and Platforms - The portal should fully support Internet Standards such as Microsoft Technologies, J2EE, Web Services, JavaScript, XML, HTML, PHP and other internet technologies.
- It should have capabilities that support a standards-based IT infrastructure, including support for the WebDAV, HTTP, HTTPS, and, FTP, Wireless protocols.
- Portal should support email protocols like - SMTP, POP3 and IMAP.
- HTTP server support – Apache, (all later service packs that do not include Apache API changes), Microsoft Internet Information Server (IIS) and above, Sun ONE Web Server.
- Client browsers support - Microsoft Internet Explorer 5.1 (or higher), Mozilla 1.0 and 1.2.1, Netscape 7.0, Opera etc. Portal Applications can be developed that support older/other browsers and multiple devices/form factors. Additional support should be available for earlier versions of browsers for the end user view can be created by developing custom skins and skeletons.
- Databases support - DB2 8.1, MySQL, Oracle 8i (and above), Microsoft SQL Server 2000 SP3 or above, Sybase 12.5.03, etc..
Professional with Service Pack 2 or higher, Microsoft Windows XP with Service Pack 1 or higher, Red Hat Enterprise Linux AS, ES & WS 2.1 Kernel 2.4.9 with glibc-2.2.4-31.7 (and later errata levels), Sun Solaris 8 & 9.

- Firewall support - network devices, such as firewalls, that properly support network protocols and the 7-Layer Network Model.
Appendix – VI: Portal Architecture
Appendix – VII: Portal Reports

1. Dashboard – Overview, Visitor’s, Pages, Technical, Browser/Platform Dashboard
   1.1 Overview Dashboard – Referring Site, Exit Pages, Entry Pages
   1.2 Visitor’s Dashboard – Active Visits Trend, Visitor Summary, Visit Summary, Visitor Minutes Trend, Average Length of Visit Trend, New Visitor Trend, Countries, Authenticated Usernames, Visitors by Number of Visitors by Number of Visits, Top Visitors
   1.3 Pages Dashboard - Page Views Trend, Content Groups, Page view Summary, Page Trend, Entry Pages, Pages
   1.4 Technical Dashboard – Average Time to Serve Page, Bandwidth :Kbytes transferred, Browser by Version, Technical Summary, Hits Trend
   1.5 Browser and Platforms Dashboard – Browser, Browser Trend, Spiders, Platforms Trend

2. Marketing – Refers – Referring Site, Referring Pages

3. Search Engine – Search Phrases, Search Keywords

4. Visitors – Top Visitors, Visitor Trends & Organisations
   4.1 Top Visitors
   4.2 Visitor Trends
   4.3 Organization – Domain & Geography
      4.3.1 Domain - Domain Names
      4.3.2 Geography – Region, Countries, Cities

5. Site Design – Pages & Files, Navigation
5.1 Pages & Files - Directories, Downloaded Files & Accessed File Types
5.1.1 Pages – Page Trend, Pages Visited
5.1.2 Directories – Directories Trend, Directories Visited
5.1.3 Downloaded Files – Downloaded Files Trend, Downloaded Files
5.1.4 Accessed Files – Accessed File Types by Files, Accessed File Types
5.2 Navigation – Entry and Exit Pages
5.2.1 Entry Pages – Entry Pages Trend Over Time, Entry Pages
5.2.2 Exit Pages – Exit Pages Trend Over Time, Exit Pages

6 Browser and System
6.1 Browser by Version
6.2 Platform – Platform Trend, Platforms
6.2.1 Wireless Dashboard
6.2.2 WAP – Browsers, Devices
6.2.3 Palm - Devices, Browsers

7 Site Performance
7.1 Technical Statistics
7.2 Errors & Activity
7.2.1 Errors - Client Errors, File Not Found, Server
7.3 Activity Dashboard - Hits by Day of Week, Hits by Hour of Day, Browser by Version
Appendix VIII: Minimum Content for National Portal

A) State Profile

B )Minimum List of Services to be made available on the National Portal of India

1. How to Obtain Birth Certificate
2. How to obtain Caste Certificate
3. How to obtain Tribe Certificate
4. How to obtain Domicile/Nativity Certificate
5. How to obtain Marriage Certificate
6. How to obtain Death Certificate
7. How to get Driving License
8. How to get Ration Card
9. How to Include/Delete Name in the Electoral Rolls
10. How to register Land/Property
11. How to Check Track Land records online
12. How to register Vehicle
13. How to Check the Status of stolen vehicles online
14. How to Register with State Employment Exchange
15. How to Register Company/Society
16. How to Register Industry/SSI
17. How to Check Daily Cause List of High Court/District Court
18. How to check Daily Court Orders/Case Status
19. How to Check Agricultural Market prices online
20. How to Check Pension Status online
21. How to Purchase Handicraft/rural products online
22. Submit Grievance to the Government (Deptt/Public Representation)
23. How to pay VAT/Sales Tax
24. How to pay Water Bills
25. How to pay Electricity Bills
26. How to pay Telephone Bills
27. How to book Bus/Ship Ticket online
28. How to make Hotel reservation online
29. Contribute to Chief Minister’s Relief Fund

C) Minimum List of Documents to be made available on the National Portal of India

- NPC shall identify at least 25 documents of importance/priority to the State, which shall to be contributed to the NPI by the CSP.
- Some of the suggestive list of documents is as follows:-

1. Information Technology Policy Documents
2. Industries Policy document
3. Education Policy Document
4. State Budget Document
5. Document of Agricultural Census
6. Irrigation Census Document
7. State at a glance/Gazetteer
8. Annual Plan of the State
9. BPL Survey report
10. State Government orders/circulars/notifications

D) Minimum List of Forms to be made available on the National Portal of India
1. Birth Certificate
2. Caste Certificate
3. Income Certificate
4. Marriage Certificate
5. Domicile/Nativity Certificate
6. Arms License
7. Inclusion of name in Electoral Roll
8. Application for Land Mutation / Application for ROR
9. Register with State Employment Exchange
10. Application for Addition or Deletion of Name in the Ration Card
11. License to Drive a Motor Vehicle
12. Learner's License (Driving)
13. Registration of a Motor Vehicle
14. Transfer of ownership of a motor vehicle
15. Handicapped Person ID Card
16. Grant or renewal of Drug License
17. Grant of State Govt. Pension
18. Registration as Small Scale Industries
19. Application for Electricity Connection
20. Application for Water Connection
21. Application for Telephone Connection
22. Application form for applying for Scholarship from the State Govt.
23. Application for License for Hotels / Restaurants
24. Affidavit for Land Settlement
25. Conversion of Agricultural Land for Non Agricultural Purposes

E). Schemes to be made available on the National Portal of India
- NPC shall identify at least 20 documents of importance/priority to the State, which shall be contributed to the NPI by the CSP.
- Some of the criteria based on which the schemes would be selected are as follows:-

1. Scheme which is either centrally sponsored or State run.
2. Schemes which benefit the Individual/Citizen (rural and urban)/Business/Community.
3. Schemes should be applicable to the most part of the State.
4. Schemes which are Ongoing.

F) Announcements/Events to be made available on the National Portal of India
State NPC has to identify important and relevant information with regard to the upcoming Events/Announcements of the Government which can be contributed to the National Portal of India. Some of the suggestive list is as follows:-

1. Upcoming Seminars/Conferences
2. Call for Relief Fund Contributions
3. Disaster related emergency announcements
4. State Level Inaugurations
5. State Level Sports Events
6. Announcement/Launch of any Scheme
7. Drives/Camps to promote social causes

G) Contact Directory to be made available on the National Portal of India
The following Directories for the State are to be maintained for which the link is to be provided along with the Meta data for the content.

1. Directory of MPs
2. Directory of MLAs
3. Web site of Chief Minister
4. Website of Governor
5. Contact Directory of State Government Departments
6. Contact Directory of Central Offices
7. Web site of State PSUs
8. Directory of Governing Executives
9. Education Directory (schools/universities/courses/institutes/Boards etc)
10. Contact Directory of Police Officers
11. Contact Directory of Police Stations
12. Judicial Directory
13. RTI related contact directory
15. Panchayat Directory
16. Municipal Directory