

Request for Proposal
for
Content Management Services



DEPARTMENT OF INFORMATION TECHNOLOGY
Government of NCT of Delhi
9TH LEVEL B-Wing,
Delhi Secretariat
New Delhi – 110113

<http://www.it.delhigovt.nic.in>

RFP – Delhi Govt. Portal – Content Management Services

Document Control Sheet

Application No.	
Name of the Department	IT Department, GNCT Delhi
Date of issue	9th JANUARY 2008
Last Date and Time for Receipt of Proposal	30 TH JANUARY 3:00 pm
Date and Time of Opening of Technical Bids	30 TH JANUARY 3:30 pm
Place of Opening of Bids	IT Department, Room No. 903, 9 TH Level B Wing, , Delhi Secretariat, IP Estate New Delhi 110113

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, GNCTD , 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, GNCTD 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), 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), 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 his absolute discretion, but without being under any obligation to do so, update, improve or supplement the information in this tender document.

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Section 1: Introduction

1.1 Preface

The State Government recognizes the importance of Information Technology and lays a strong emphasis on its use in functioning of Government Departments, Government - Citizen interface through the web portal (<http://delhigovt.nic.in>) & websites of various organizations (as per the list given in appendix IV) of GNCTD delivery of information about city services through an ‘online channel’. The portal should provide 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> and all the sites mentioned in appendix IV.

1.3 Definitions and Abbreviations Used

DoIT	Department of Information Technology
GNCT Delhi	Government of National Capital Territory Delhi
CMS	Content Management System
CSP	Content Service Provider
NPI	National Portal of India
NPC	National Portal Coordinator
ITB	Invitation to Bid
RFP	Request for Proposal
Portal/Website	Refer to the Delhi Govt Portal and Associates Websites mentioned in Appendix IV
Secretary(IT)	Secretary(IT) means Secretary (DOIT, GNCTD)

Section 2: Request for Proposal

2.1 Bids For

a. This RFP is for providing Delhi Government Portal – Content Management Services and further enhancing the scope and utilities of existing portal <http://delhigovt.nic.in>.

b. Sealed offers prepared in accordance with the procedure enumerated in this document should be submitted to the **IT Department** on or before **30th January 2008 at 3:00 pm at Room no 903, 9th Floor, B-Wing, IT Department**. No bid will be accepted after the said date & time for submission of the bid. **Delay on any account including postal delivery should not be condoned under any circumstances.**

2.2 Due Diligence

a. 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

b. 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

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

Appendix – I: Pre-Qualification Criteria

Appendix – II: Contents and Format of Technical Bid

Appendix - III: Content and format of Financial Bid

Appendix – IV: List of Delhi Government Websites

2.5 Clarification of Bidding Documents

a. A prospective Bidder requiring any clarification of the bidding documents may notify the DoIT through e-mail at santulan@nic.in or may contact Sh. Santulan Chaubay, System Analyst through Tel: 011-23392457/011-23392074. The Clarification will be sought within the 10 days of issue of RFP. No clarification will be given after the 10 days of issue of RFP.

2.6 Amendment of Bidding Documents

At any time before the deadline for submission of bids, the DoIT, GNCT 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. The amended bid document will be kept on the website <http://it.Delhigovt.nic.in>.

Section 3: Instruction to Applicants

3.1 Preparation of Bids

a. 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, GNCT Delhi shall be written in English language only.

b. 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.

i. Technical Bid

Technical Bid will comprise Cover Letter, Bid Application Sheet, Performance Statement - Details of Similar Projects Done, Implementation Schedule, 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 II for the Technical Bid contents and formats and Appendix I for Pre-Qualification Criteria.

ii. Financial Bid

Financial Bid will comprise of various components as per Appendix III

iii. Undertaking

An undertaking from the Bidder with regard to compliance of all the terms and conditions of RFP shall be submitted along with Bid Document as per format given in Form-4.

c. Bid Prices

i. 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 III. The rates quoted should be inclusive of all taxes, duties, levies, cess, overheads and other charges etc. and inclusive of delivery of

services at DoIT, GNCT 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 format given in Appendix-III to enable evaluation/comparison of bids and special care must be taken to ensure that the bids having any hidden costs or conditional costs and not conforming to the format will be liable for straight rejection. Any condition added or attached to the financial bid will not be accepted and bid will be summarily rejected.

ii. Fixed Price

Prices quoted by the Bidder shall be fixed and no variation will be allowed under any circumstances till the completion of the Project.

iii. Bid Currencies

All Prices shall be quoted in Indian National Rupee.

d. Bid Security

i. Amount of Bid Security

The Bidder shall furnish, as part of its bid, a bid security in the form of Demand Draft / Bankers' Cheque / Unconditional Bank Guarantee from **Scheduled Bank** drawn in favour of **Secretary, Department of IT, GNCT Delhi** for an amount of Rs.1,25,000/- (One lakh twenty five thousand only) payable at Delhi. The bid security shall remain valid for 120 days from the date of the opening of bid. In exceptional circumstances the DoIT, Govt. of NCT of Delhi may solicit the bidder consent to an extension of the period of validity for further period of four months.

ii. Discharge of Security Bid of Unsuccessful Bidder

Bid Security of unsuccessful Bidders will be discharged / returned as early as possible but not later than 15 days after the award of contract to the successful bidder i.e. issue of Lol, pursuant to ITB Section 3.

iii. Discharge of Bid Security of Successful Bidder

The Bid Security of successful Bidder will be adjusted against the performance guarantee upon the Bidder signing the Contract, pursuant to ITB Section 3.

e. Period of Validity of Bids

i. Validity Period

Bids shall remain valid for 120 days after the date of bid opening prescribed by the DoIT, GNCT Delhi.

ii. Extension of Period of Validity

In exceptional circumstances, the DoIT, GNCT Delhi may solicit the Bidder's consent to an extension of the period of validity.

f. Format and Signing of Bid

i. Number of Copies of Bid

The Bidder shall prepare **one original** and **one spare copy** of the **Pre-qualification along with Technical Bid**, clearly marking each "**Pre-qualification along with Technical Bid – Original Copy**" and "**Pre-qualification along with Technical Bid – Spare Copy**", as appropriate. In the event of any discrepancy between them, the original shall govern. The Bidder shall prepare **only one original copy** of **Financial Bid**, clearly marking it as "**Financial Bid – Do not open with Technical Bid**".

ii. 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 attached. The bid has to be submitted in the form of the printed document. Tele-fax, fax or email will not be entertained. .

iii. Validation of interlineations in Bid

No interlineations, erasures or overwriting shall be accepted.

g. Sealing and Marking of Bids

i. Enclosing of Bid

The original and one spare copy of the Technical & original Financial Bid shall be bound and placed in sealed envelopes clearly marking each "**Pre-qualification along with**

Technical Bid – Original Copy", " Pre-qualification along with Technical Bid – Spare Copy" & "Financial Bid – Do not open with Pre-qualification along with Technical Bid"(in separate envelope).as appropriate.

ii. Mailing Address for Bids

The inner and outer envelopes shall be addressed to the Client at the following address

To
Secretary (IT)
Department of Information Technology,
Govt of NCT of Delhi,
Room No. 903,
B Wing, Level 9, Delhi Secretariat,
I.P. Extension, New Delhi 110113

Marked as "Bid for Content Management Services "

Do not open before 30th January 2008 at 3:30 pm at IT Department.

iii. 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.

iv. Rejection of Bid

If a bid is not responsive and does not fulfill all the conditions it will be rejected by the Client.

h. Extension for Last date for Submission

The Client may, at his own discretion, extend the 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. The extension of the deadline will be done only in exceptional cases and will not be more than 15 days of the last date of the submission of the bid.

In the event of specific date of submission of the bid/opening of the technical or financial bids being declared holiday for the client, the bid will be received/opened upto the appointed time on the next working date.

i. Modification and Withdrawal of Bids

i. Written Notice

The Bidder may modify or withdraw its bid after its submission, if the Client receives written notice of the modification or withdrawal, before the expiration of deadline prescribed for submission of bids. The bidder modification or withdrawal notice should reach in DoIT before the date & time of submission of the bids. The bidder will not allowed to modify the bid after the deadline of submission of bid but the bidder may withdraw the bid only before the deadline for opening of bids. The security amount will be forfeited and bid will be rejected if

- Any request of modification received after submission of bid.
- Any request for withdrawal after opening of the bid.

j. Bid Opening and Evaluation of Bids

i. 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 **30th January 2008 at 3:30 pm** at Room No. 903, Level 9, B Wing, IT Department, Delhi Secretariat, I P Estate, New Delhi 110113.

ii. Announcement of Technical Bids

The Bidder's names, the presence or absence of requisite bid security will be announced by the client at the time of opening of bids.

iii. Opening of Financial Bids

Only those Financial Bids will be opened and compared whose bids are technically qualified.

iv. Announcement of Financial 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 name of Bidder, Bid Prices along with the financial components, etc. will be announced at the meeting.

v. Discrepancies in amount

If there is a discrepancy between words and figures, the amount given in words shall prevail.

k. Pre-qualification, Evaluation and Comparison of Bids

A two-stage procedure will be adopted for evaluation of proposals, with the Prequalification along with technical evaluation being completed before the financial proposals are opened and compared. The technical proposal will be evaluated using the parameters given at Appendix II.

The financial bids of only those bidders who have scored minimum of 75 marks out of 100 marks at the end of technical bid evaluation process will be considered for financial bid evaluation.

I. Contacting the Client

i. Contact by Writing

No Bidder shall contact the Client on any matter relating to its bid, from the time of the bid opening till the time the Contract is awarded. Any effort by a Bidder to influence the Client in his decisions on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid.

3.2 Issue of Work Order & Signing of Contract

a. 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 is awarded, without thereby incurring any liability to the affected Bidder or Bidders.

b. Notification of Award (Letter of Indent (LOI))

Before the expiry of the period of validity of the proposal, the Client shall notify the successful Bidder in writing by LOI registered letter or by fax, that its bid has been accepted. The Bidder shall acknowledge in writing the receipt of the notification of award and will send his acceptance to enter into agreement within seven (7) days of issue of LOI. Within 3 days of receiving of written acceptance, the work order will be given to the vendor to execute the project.

c. Signing of agreement

The Secretary (IT) may negotiate certain terms with successful Bidder before signing of the agreement.

d. Expenses for the Contract

The incidental expenses of execution of agreement / contract shall be borne by the successful bidder.

e. Failure to abide by the Agreement

The conditions stipulated in the agreement shall be strictly adhered to and violation of any of the 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.

f. Performance Guarantee

i. Period for Furnishing Performance Guarantee

Within 7 days of the issue of the work order 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 unconditional Bank Guarantee from **Scheduled Bank** 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. The validity of performance guarantee will be of 66 months from the date of issue of work order.

g. Terms of Payment

i. The Payment will be made as follows for Part I to III: -

- Payment for Part I - Information Integration, Development of Functional CMS, study, design, develop, hosting and integration of CMS with NPI.
- Payment for Part II - Training
- Payment for Part III – Technical Support, Maintenance and Measuring Success, updation of NPI contents in respect of Delhi Portal.

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

Milestone	Payment
Study and requirements definitions	10% of the total payment of part I
Design and Development	20% of the total payment of part I
Beta Testing and UAT	5% of the total of the part I
Hosting and Integration	5% of the total of the part I
Successful Operations for 1 months after completion of Part I	20% of total payment for Part I.
Successful Operations for 4 months after completion of Part I	20% of total payment for Part I.
After completion of warranty period	20% of total payment for Part I.
Part II - Successful Completion of Part II	100% charges for Part II

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Part III - Support, Maintenance, Updation of NPI contents in respect of Delhi Portal and Measuring Success - After successful completion of Part III in a quarter	Quarterly Payment
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iii. For release of these payments, the Tenderer shall present pre-receipted bills in triplicate (the bills shall be inclusive of all taxes, levies, duties, cess, overhead charges etc.) for the payments due to him along with all necessary supporting documents.

iv. For all the above Tasks I to II & III tenderer will be raise the bill after completion of the particular milestone.

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

vi. For the payment of Part III quarterly bill within 30 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.

vii. 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.

h. 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.

i. Suspension

The Client may by a written notice of suspension, suspend all payments to the qualified Bidder under the contract, if the qualified Bidder fails to perform any of its obligations under the 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 rectify such failure/defect within a specified period from the date of issue of such notice of suspension.

k. Warranty

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

ii. This warranty as per Appendix I, Form 4 shall remain valid for (18 months) after the successful implementation and acceptance by the Department from go live date.

iii. The Department shall promptly notify the Vendor in writing of any claims arising under this warranty. Upon receipt of such notice, the Vendor shall, remove the defect(s) as given below 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.

Severity Type	Response Time	Resolution Time
Critical	30 minutes from initial notification	Within 2 hours
High	1 hr from initial notification	Within 5 hours

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Medium	2 hrs from initial notification	By end of 1 business day hence
Low	4 hrs from initial notification	By end of 3 business days hence

iv. Brief description of the defect severity classification is given below:

Severity Type	Description
Critical	A failure of portal platform and portal evidenced by abnormal termination of programs or application.
High	A failure of portal platform and portal evidenced by incorrect results with respect to critical data and for which there is no 'work around '.
Medium	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.
Low	A minor or cosmetic flaw in the portal platform and portal normally involving screen layouts, report formats and error messages.
	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.

In case vendor fail to remove the defects /bugs during the stipulated time, the department may take such remedial action as deemed fit at the vendor's risk and expenses without prejudice to the any other right which the department may have against the vendor under the contract

I. 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 with the Departments/DoIT.

m. Human Resource, Organisation and Staffing

The vendor would fulfill all statutory obligations towards his employees like payment of PF, ESI etc. All the applicable laws, rules and regulations of Government of India, Govt. of NCT of Delhi or area of operations of Vendor in respect of human resources shall be abide by the vendors.

The vendor should adhere to all applicable government policies related to technologies used and securities including an agreement and SLA

n. Audit

Security Audit : - Vendor will conduct a Security Audit of entire process before 'Go Live' by the empanelled agency under CERT at its own risk and get the security certificate for hosting the application.

Project Audit: - The Department can at any time during the project execution – design, development, implementation, operation, maintenance, 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.

o. Standard of Performance

The qualified Bidder shall carry out the service and all the 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 as well as safe and effective equipment, machinery, material and methods at its own cost.

p. Warranty and Maintenance Obligations

As detailed in sections 3 and 4 above.

q. 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 on every occasion.

r. 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. However the implement schedule given below should be adhere to.

- Study & Requirements Definition: to be completed in 45 days
- Design & Development Phase: to be completed in 95 days
- Testing & Trial Run carried out for 25 days
- Hosting and integration : 15 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.

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.

a. 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 GNCT 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 GNCT 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 GNCT Delhi's information; or, disclosed by the GNCT 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 GNCT 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 5 years with effect from the date of issuing the work order. This includes 6 months of development, design, study etc. of the application, 18 months warranty and 3 years of AMC.

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 in accordance to the prescribed specifications.

3.7 Termination of Contract

a. 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.
- As per the force majeure clause 3.10 (f).
- In case of blacklisting.
- In case of sub contract.

- i. The qualified Vendor will also be liable for any loss suffered by the Client because of on the part pf Vendor negligence.
- ii. Upon termination of this agreement, the parties will comply with the Exit Management Schedule. However, the disputes, if any, may be referred to Arbitration.

b. Termination for Insolvency, Dissolution, Bankruptcy 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.

c. 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.

- i. Written Notice: - 30 days written notice will be given to the vendor to terminate the contract.

3.8 Sub Contracting

Subcontracting of work will not be permissible in any form. Subcontracting will lead to termination of contract and forfeiture of Performance Guarantee.

3.9 DoIT, GNCT 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 licence of 3rd party component 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 Exit Management Schedule

a. Purpose

This schedule sets out the provisions which apply on expiry or termination of Work Contract/Agreement as per the clause 3.7, the Project Implementation, Operation and Management SLA (Service Level Agreement) and Statement of Works.

The parties shall agree at that time whether, and if so during what period, the provision of schedule shall apply.

b. 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 the request of 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 access to its employees and facilities as 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.

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

d. General Obligation of the Vendor

The Vendor shall provide all such information as may 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.

e. Exit Management Plan

Secretary (IT), Government of NCT of Delhi will provide 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.

- 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;
- proposed arrangements (if applicable) 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.

In the event of termination or expiry of Service Agreement, Project Implementation, Operation and Management SLA, an agency appointed by the Secretary (IT), Government of NCT of Delhi will suitably revise the existing Exit Management Plan. 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.

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.

f. Force Majeure

i. 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.

ii. For purposes of this Clause, "Force Majeure" means an event beyond the control of 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.

iii. 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.

g. Arbitration and Jurisdiction

- i. If any dispute arises between the Parties hereto during the subsistence or thereafter, both Parties hereto shall endeavor to settle such dispute amicably. If attempt to bring an amicable settlement is failed an arbitrator/arbitrators will be appointed by mutual consent. The Arbitration proceeding shall be governed by the Arbitration & Conciliation Act, 1996. The place of Arbitration shall be Delhi. The award given by the arbitrators will be binding on both the parties.
- ii. The contract shall be interpreted in accordance with the Indian law/Contract Act.

h. Liquidated Damages

In the event of the failure of the vendor to execute the project within 90 days, 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.

i. 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:

- i. If the vendor is incompetent to provide the desired level / standard of services which he is bound to under the contract.
- ii. If the Vendor is engaged in malpractice.
- iii. If it is found that vendor has provided wrong information or suppressed the facts which are essential for the smooth implementation and successful running of project.
- iv. If the vendor declared bankrupt, insolvent from the appropriate court of law, dissolution of firm/society.

v. If the vendor is found to have been already blacklisted by the Government of India/UT or any other state of India.

j. 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 Present Scenario

Presently there are 81±5 websites (List in Appendix IV) and following are the broad categories/services under which information has been organized:

- Application Forms, Certificates, and Licenses
- Online application 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 objective is to re-build, restructure, redesign and manage Delhi Government Web Portal as well as the websites mentioned in Appendix IV, to have a common look and feel, with content management services. The vendor has to provide content management system for Delhi Portal and websites which are mentioned in Appendix IV

4.2 Project Objectives

The objective of this RFP is to reorient and reorganize the electronic delivery of government information through its single, Web-based Portal.

Key objectives of the GNCT Delhi Portal (RFP) are:

- 1) Portal should be integrating various existing as well as its future websites.
- 2) Increase ease of use/access to more frequently used e-Governance information; 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 be linked to and be accessible from the Portal.
- 5) Ensure the maintenance and delivery of a visually appealing and consistent "look and feel" for the citizens and businesses visiting the Portal.
- 6) Provide the capability for Portal users to personalize their Portal experience.
- 7) Monitor and report Portal usage statistics
- 8) Maintain; enhance the portal based on analysis of portal, sections, themes, page usage and adoption statistics.
- 9) To segregate and upload/push contents for National Portal of India (NPI) from Delhi Portal and update/review the same regularly.

4.3 Scope of Work

Following is the overview of requirements for the vendors. The scope of work has been broadly classified in three parts.

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 1d – Segregate the information for NPI

Part 2 – Training

Part 3 – Support, Maintenance and Measuring Success and Updation of NPI contents with respect to Delhi Portal

- There should be provision of decentralized updation of websites mentioned in Appendix-IV.

- To integrate the development of CMS, hosting of application, 3rd party component, fine tuning of database.
- Portal should be enable to register the users and to provide the information as per their choice.
- The Vendor will be required to make 3 pages of every website (listed in appendix-IV) and the entire Delhi portal in Hindi language. The portal should be accordingly designed and developed.
- The vendor will get the security audit for the application developed by them.

Part 1 – Information Integration

Part 1a – Design Citizen Portal Graphical User Interface (GUI)

a. Portal Platform

Portal Software is to provide capability for integrating various existing as well as future websites. The portal shall allow to users to search and navigation to personalization, integration of information and notification.

The Portal framework will provision diverse portal experiences within a single framework, while sharing content across the portal. 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.

b. Portal Components

The portal will be a personalizable, browser-based user interface to the following components:

- Internet
- Intranet
- Content Management

c. Portal Security

This 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 or above 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.

i. 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 various departments of GNCTD applications also. Any and all remote administration of the portal hardware, operating system, or application software will require the use of strong authentication techniques

ii. The platform should be scalable to integrate the PKI (Public Key Infrastructure) interface as and when required.

d. 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 +/- 5.

- **Search and Navigation** – Enterprise and web-based search facilities is required to 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 should have the option 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:-
 - Go to a single place for all content.
 - Preferences for a user will determine how the portal looks and feels
 - 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.

- **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 i.e. the employees of GNCT Delhi.

e. 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 downloadable videos streaming, pictures, music and voice audio; standardize multimedia content description through MPEG 4 or above to allow fast and efficient searching for content.
- Content Management - Portal will incorporate content management, providing a way to manage documents and web content. It should include versioning, audit trail security, metadata searching, and other document and content management features. Content Management features required are further detailed in sections below.

f. Content Management Features

i. Content Creation:-

- The Vendor 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. 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 technique.
- Multi-user authoring - The CMS will have many simultaneous users.
- 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.

ii. Content management – updating, and changing content

- Version control & archiving – The vendor should provide a strict version control for legal accountability, backup and disaster recovery.
- Workflow - Decentralised content creation relies heavily on a powerful a workflow model, which can be easily customised, and is resilient against organisational change.

iii. Reporting

The vendor must provide an extensive range of reports, for administrators as and when required.

iv. Publishing

The vendors should provide and integrate efficient publisher engine to create final pages on the website.

Part 1b – Design Graphical User Interface (GUI) of Intranet

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 (only to personalize the email ID at homepage)

The Intranet home page will only be redesigned for look and feel.

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.

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.

Part 1d – Segregate the information for NPI

i. The vendor will be required to provide contents from Delhi Government Web Portal to the NPI Portal. This includes:-

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

Part 2 – Training

The Vendor shall provide training on all functional requirement of the portal for usage, portal administration, maintenance and content management. Training will be given to the users.

The training will be of two types for

- Administrator –30 persons
- Departmental User Training – batch size 20 persons approximately 10 batches.

The vendor will also provide the training to the new users as and when asked to do so for the entire period of the contract. 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 Department of Information Technology. The training lab of Department of IT will be used for this purpose. However, the vendor will provide the training material to the users.

The duration of the training will be decided mutually with the vendor depending on the requirement and availability of the resources.

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.

a. 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 and AMC will be required for at least 3 years after end of warranty support.

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 (K) for Warranty.

b. 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. Such reports will assist the Department in its 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 effectively meet the needs of the citizen. The Department of IT, NIC and the Vendor will 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 generate automated reminder mails to departments to update content in case it is not updated for a long period of time.

Vendor will guide and assist 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.

Customer Surveys: Vendor 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 important features.

c. Updation and review of the content on the NPI

As per the requirements updating and review of the content on the NPI will be an ongoing – regular activity. Following will be the details of requirements under this head.

- Vendor will be required to review and maintain the state specific content on the NPI for the period of contract.
- Periodically review the state specific content on NPI and update wherever necessary.
- Any change in policy/procedure/process applicable in any of the category of the content published should be reflected.
- Based on the feedback received from viewers on the content, it should be reviewed and modified after due approval by the NPC.
- If NPC feels that any information/content, which is relevant for the State and needs to be reflected on the portal then the Vendor has to make arrangement to publish the same.
- The content development, compilation and maintenance would be carried through already available Web Based secured Content Management System (CMS) (<http://portalcontent.nic.in>) of NPI.
- NPC has the required authentication to update state content through the NPI's CMS, Vendor would continue doing the same after going through required channel.

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

4.4 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

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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.

A.	Study and Requirement Phase	a) Portal Information Structure on Service and Target Group approach that is based on Service Themes, User Target Groups Profiles etc. b) System Requirement Specifications c) Content Identification report for NPI d) Project Progress Report
B.	Design Phase	a) Internet Portal Design b) Intranet Portal Design c) Project Progress Report
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 g) Integration with NPI
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 d) Updation of NPI in respect of Delhi Portal
G.	Operation Phase	a) NPI Content Approval and Contribution Report. b) Delhi Govt. Portal Reports

4.5 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.

4.6 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.

4.7 Responsibility of the DoIT

The Department of IT will be owner of the project and all rights title and interest shall rest with the department of IT under all circumstances.

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.

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

The requisite Hardware to host the project will be provided by the DoIT. However the hosting and integration will be responsibility of the Vendor.

4.8 Responsibility of the Vendor.

- To study, design, develop, host, integrate and take necessary steps to implement the content Management system as define in RFP.
- To provide training to the user as define in the Bid.
- To maintain the system for the period of 3(Three) years after completion of Warranty Period of 18 months after “Go Live”.
- To deploy sufficient number of experienced manpower to execute the project as per RFP.

Section 5: Technical Requirements

5.1 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.

5.2 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.

5.3 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.

5.4 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/>). 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.

5.5 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.

5.6 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 6 (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.
- Operating systems support - HP-UX 11 and 11i, IBM AIX 5L Version 5.1 & 5.2, Microsoft Windows 2000, Windows 2000 Advanced Server, Windows 2000 Datacenter Server & Windows 2000 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 – I: 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. The company should be five years old in the field of web based software development. The following documents shall be attach, as the case may be:-

- i. Registration of the company under Indians Company Act 1956.
- ii. Registration certificate of Partnership Deed.
- iii. Registration Certificate of the Society.
- iv. In case of consortium, an additional document of the agreement between the consortium partners.

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. For all purposes (operational, administrative, implementation and reporting etc.) the primary bidder will be solely responsible to the Department.

2. The average turnover of “Company/Primary Bidder” for the last three years should be not less than Rs 5 (five) crores in area of web portal or web based software development. CA Certificate to be attached.

- The Balance Sheet of the company/prime bidder of the last three years (2004-05, 2005-06, 2006-07 be attached).
- The primary bidder and companies, party to the consortium should have been making profits in the last three financial years (2004-05,2005-06,2006-07). CA Certificate to be attached. Along with balance sheet.

3. Certifications - the “Tenderer” / any member of the consortium should have:-
- a) Valid ISO 9001:2000 for Software Development & other Metrics based procedure for Process Control; and
 - b) SEI CMM Level 5 for software development practices.

Copy of the above certificates to be attached.

4. The “Company” should have experience of providing Content Development services for websites/Portals/electronics Publishing. Following documents to be submitted & attached:-

- ii. Copy of the completion certificate of at least two project of web portal or content management system worth of at least of Rs. 20 lacs each.
 - iii. Give the detail of open standard platform used for the above said projects.
 - iv. The URL of the portal or a certificate from the user in case of restricted used of portal on the basis of which completion certificate has been granted.
5. The “Tenderer” should be well versed in Web Technologies using Open Standard Platforms. Please Confirm(Yes/No)
6. The “Tenderer” should have 20 key persons including content writers on its Pay roll who have sufficient experience in designing, building, implementing & hosting web based integrated solutions. Please Confirm(Yes/No)
7. The “Tenderer” should have at least one implementation/technical support office in the National Capital Region at the time of submission of bid. Please attach required proof of address.
8. The applicant company should give commitment to deploy a Project Manager in the project who has a total of 8 years experience in the similar field. Please Confirm (Yes/No)

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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.

Note : Technical evaluation of only those vendors will be carried out as per Appendix II, who fulfill all the conditions of the Pre Qualification Criteria as mentioned above. The Bids which could not fulfill the Pre Qualification Criteria shall be rejected.

Appendix – II: 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 and Technical evaluation criteria

Form – 2: Bid Application Sheet

Form – 3: Undertaking

Form – 4: Warranty

- Methodology for implementation of project (No Format attached)
- Execution of proposed technical solution (No Format attached)
- Security Architecture plan Training Plan (No Format attached)
- Change Management plan(No Format attached)
- Portal Marketing Strategies / Promotion Write Up(No Format attached)

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 found non confirming to the terms and conditions of RFP will be rejected. Material deficiencies in providing the information requested may also result in rejection of the Proposal.

Form – 1: Format of Cover Letter and Technical Evaluation criteria

To,
Secretary,
Department of IT, Government of NCT of Delhi
Room No 903,
9th Level, B-Wing
Delhi Secretariat, IP Estate,
New Delhi-110113

Sub: Bid for Portal Management Services

Dear Sir,

- (a) This has reference to the advertisement that was published _____ in by Department of IT, GNCT 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:

Addendum No.	Dated

- (d) We undertake, subject to acceptance of our proposal, 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.

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- (e) We agree to abide by this proposal for the period of 120 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 adopt 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 bidding.
- (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 RFP. The details are as under.

Qualification /Evaluation Criterion	Details			Evaluation Marks
1. Average Turnover of the company in the area of web portal or web based software development and profit during the last three years (CA Certificate to be Attached)	Financial year 2006-07 2005-06 2004-05	Turnover (Rs.)	Profit (Rs.)	2
2. Attached three years balance sheet (2004-05, 2005-06 & 2006-07).	Yes/No Give Page no.			3
3. Year of establishment of Company. Certificate to be attached.	Yes/No Give Page no.			2
4. Latest valid ISO 9001:2000 (attach certificate)	Yes/No Give Page no.			2
5. SEI CMM Level 5 for software	Yes/No			3

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Qualification /Evaluation Criterion	Details	Evaluation Marks
development practices. Attached certificate.	Give Page no.	
6. Address and contact numbers of technical support office which is situated in the National Capital Region		2
7. Whether you have experience in providing Content Development services for websites/ Portals/ electronics publishing. Attach the following:- i) Copy of the completion certificate of at least two project of web portal or content management system worth at least Rs. 20 lacs each. ii) Give the detail of open standard platform used for the above said projects. iii) The URL of the portal or a certificate from the user in case of restricted used of portal on the basis of which completion certificate has been granted.	Yes/No Give Page no.	20
8. Whether you have at least 20 persons including content writer who have sufficient experience in designing, building, implementing web based integrated solutions. Please Confirm.	Yes/No	5
ii. Have you committed to deploy a Project Manager/Program Manager in the project who has a total of 8 years experience in the similar field. Please Provide name of	Yes/No –	5

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Qualification /Evaluation Criterion	Details	Evaluation Marks
Person along with photocopy of I-Card		
iii. Attached the following copies of the valid a. Provident Fund No b. ESI No. c. PAN No. d. Service Tax Registration No. e. Income Tax Clearance Certificate	Yes/No Give Page no.	6
11 Have you submitted technical solution, security, capacity requirement of the project, Project Plan, Test Plan.	Yes/No Give page no.	25
12. Have you submitted the training plan, training materials sample, change management plan.	Yes/No Give page no.	10
13 Have you submitted the post implementing support, maintenance and measuring success plan.	Yes/No Give page no.	15

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, GNCT Delhi is not obliged to inform us of the reasons of rejection of our Applications.

Dated this _____ day of _____ 2008

Signature

(Company Seal)

In the capacity of

Duly authorized to sign Applications for and on behalf of:

Note 1: The technical Bid must include the following

- proposed methodology for Implementation
- Proposed solution

- Security architecture Design
- Minimum hardware and software requirement From Host and client environment
- Project Plan
- Test Plan

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Form – 2: Bid Application Sheet

Name of the Company:	
-----------------------------	--

Registered Office Address:			
No.			
Street			
Area / Locality			
City		PIN	
Telephone		Fax	
E-mail			
URL			
Local Office Address:			
No.			
Street			
Area / Locality			
City		PIN	
Telephone		Fax	
E-mail			
Contact Person:			
Name			
Designation			
Telephone		Fax	
E-mail			

Form – 3: 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 RFP 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, GNCT Delhi's specifications and documents.
3. The rates of Licenses given in the financial bids are certified by the OEM.

Dated this _____ day of _____ 2008

Signature

(Company Seal)

In the capacity of

Duly authorized to sign Applications for and on behalf of:

Form – 4: Warranty

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

WARRANTY

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 and integrate 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 eighteen(18) months after the successful implementation and acceptance by the Department.

The Warranty will be valid for 18 months from the date of “Go Live”. The obligation under warranty 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 : _____

Appendix - III: Content and format of Financial Bid

FINANCIAL PROPOSAL FORMAT

R1	S.No	Particulars	Amount in Rs.
			Cost in Rupees (including Taxes, Duties, Levies, cess etc.)
R2	C1	C2	C3
R3	1	Part-1: Design Citizen Portal Graphical User Interface (GUI), Design Graphical User Interface (GUI) of Intranet , Standardize Design of All Websites, Segregate the information for NPI including warranty of 18 months after the "Go Live"	
R4	2	Part-2: Training	
R5	3	Part-3: AMC charges for Technical Support & Portal management, reporting services and measuring success & updation on NPI portal, for period of 3 years.	
R6	4	PART-4: Total Cost of the Licensees for hosting CMS & Web-Portal (Total number of 2 CPU Based licenses required each for application, database, web server and OS as for above servers)	
R7		Grand Total Cost	((R3,C3)+(R4,C3)+(R5,C3)+(R6,C3))

*Grand Total Cost in words (as shown in box (R7, C3))

Note:

- *** Grand Total Cost of the project arrived in box (R7, C3) above will be considered for financial bid evaluation.**
- **Validity of Grand Total Cost will be for a period of Five years.**
- **Any liability under ESI, Labour or any other applicable laws, rules & regulations will be borne by the Vendor.**
- **The taxes, duties, levies, cess etc. shall be borne and paid by the vendor.**
- **Any upward revision of taxes, duties, levies, cess etc. will be borne and paid by the bidder till the period of contract.**

Date: _____

Signature: _____

Full Name of Signatory: _____

Duly authorized to sign bids for and on behalf of: M/s _____

Company's Official Seal

Appendix – IV: List of Delhi Government Websites

List of Websites of Delhi Government Departments / Autonomous and Local Bodies		
Sr No	Department Name	Department URL
1	Administrative Reforms	http://www.ar.delhigovt.nic.in
2	Ambedkar Institute of Technology	http://www.ait.delhigovt.nic.in
3	Art, Culture and Language	http://www.artandculture.delhigovt.nic.in
4	Audit	http://www.audit.delhigovt.nic.in
5	CATS	http://delhigovt.nic.in/dept/health/cat.asp
6	Central Jail	http://tiharprisons.nic.in
7	Chacha Nehru Bal Chikitsalaya	http://www.cnbc.delhigovt.nic.in
8	Chit Fund	http://www.chitfund.delhigovt.nic.in
9	College of Arts	http://delhigovt.nic.in/newdelhi/dept/art/welcome.html
10	Conservator of Forest	http://www.forest.delhigovt.nic.in
11	Delhi Commission for Women	http://www.dcw.delhigovt.nic.in
12	Delhi Electricity Regulatory Commission	http://www.derc.gov.in
13	Delhi Financial Corporation(DFC)	http://www.dfcdelhi.nic.in
14	Delhi Fire Services	http://www.dfsdelhigovt.nic.in
15	Delhi Jal Board(DJB)	http://www.delhijalboard.nic.in
16	Delhi Kalyan Samiti	http://delhigovt.nic.in/dept/dks/login.asp
17	Delhi Khadi Village Industries Board(DKVIB)	http://www.dkvib.delhigovt.nic.in

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18	Delhi Labour Welfare Board	http://www.dlwb.delhigovt.nic.in
19	Delhi Legislative Assembly Sectt.	http://www.delhiassembly.nic.in
20	Delhi Minority Commission	http://www.dmc.delhigovt.nic.in/
21	Delhi Pharmacy Council	http://www.pharmacy.delhigovt.nic.in
22	Delhi Pollution Control Committee	http://www.dpcc.delhigovt.nic.in
23	Delhi Power Co Ltd (Transco)	http://www.delhitransco.gov.in
24	Delhi State Aids Control Society	http://www.dsacs.delhigovt.nic.in
25	Delhi State Civil Supplies corporation limited (DSCSC)	http://www.dscsc.delhigovt.nic.in
26	Delhi State Election Commission	http://www.sec.delhigovt.nic.in
27	Delhi Subordinate Services Selection Board	http://www.dsssb.delhigovt.nic.in
28	Delhi Tourism & Transportation Devp. Corp.(DTT&DC)	http://www.delhitourism.nic.in
29	Delhi Transport Corporation(DTC)	http://dtc.nic.in
30	Deputy Commissioner(Central)	http://www.dccentral.delhigovt.nic.in
31	Deputy Commissioner(East)	http://www.dceast.delhigovt.nic.in
32	Deputy Commissioner(New Delhi)	http://dcnewdelhi.delhigovt.nic.in
33	Deputy Commissioner(North East)	http://www.dcnortheast.delhigovt.nic.in
34	Deputy Commissioner(North West)	http://www.dcnorthwest.delhigovt.nic.in

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35	Deputy Commissioner(North)	http://www.dcnorth.delhigovt.nic.in
36	Deputy Commissioner(South West)	http://www.dcsouthwest.delhigovt.nic.in
37	Deputy Commissioner(South)	http://www.dcsouth.delhigovt.nic.in
38	Deputy Commissioner(West)	http://www.dctest.delhigovt.nic.in
39	Development	http://development.delhigovt.nic.in/
40	Directorate of Agricultural Marketing	http://agriculturalmarketing.delhigovt.nic.in/
41	Directorate of Economics And Statistics	http://www.des.delhigovt.nic.in
42	Directorate of Health Services(DHS)	http://www.health.delhigovt.nic.in
43	Directorate of Small Savings	http://delhigovt.nic.in/dept/finance/small_savings/default.asp
44	District & Session Judge Office	http://www.delhicourts.nic.in
45	District Administration	http://www.districts.delhigovt.nic.in
46	Education	http://www.edudel.nic.in
47	Election (Chief Electoral Office)	http://www.ceodelhi.nic.in
48	Environment	http://www.environment.delhigovt.nic.in
49	Excise	http://www.excise.delhigovt.nic.in
50	Finance	http://delhigovt.nic.in/dept/finance/index.asp
51	Food and Supplies	http://delhigovt.nic.in/dept/food/content.asp
52	Higher Education	http://www.higheredn.delhigovt.nic.in
53	Home Guard & Civil Defence	http://www.delhihomeguards.nic.in

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54	IHBAS	http://www.ihbas.delhigovt.nic.in
55	Industries	http://www.industries.delhigovt.nic.in
56	Information and Publicity	http://www.publicity.delhigovt.nic.in
57	Information Technology	http://www.it.delhigovt.nic.in
58	Institute of Liver and Biliary Sciences	http://ilbs.delhigovt.nic.in
59	Irrigation and Flood Control(I&FC)	http://www.ifc.delhigovt.nic.in
60	Labour	http://www.labour.delhigovt.nic.in
61	Land and Building	http://www.land.delhigovt.nic.in
62	Law and Justice and Legislative Affairs	http://www.law.delhigovt.nic.in
63	LN Hospital	http://www.lnjp.delhigovt.nic.in
64	Lokayukta	http://www.delhidemo.nic.in/lokayukta/home.asp
65	NCC	http://ncc.delhigovt.nic.in
66	OBC Commission	http://delhigovt.nic.in/newdelhi/dept/obc/index.html
67	Planning	http://www.delhiplanning.nic.in
68	Prevention of Food Adultration (PFA)	http://www.pfa.delhigovt.nic.in
69	Principal Accounts Office	http://www.coa.delhigovt.nic.in
70	Public Grievances Commission	http://www.pgc.delhigovt.nic.in
71	Public Works Department(PWD)	http://www.pwd.delhigovt.nic.in
72	Registrar Cooperative Society	http://www.rcs.delhigovt.nic.in
73	Services	http://services.delhigovt.nic.in

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74	Social Welfare / Rehabilitation Services	http://www.socialwelfare.delhigovt.nic.in
75	Trade and Taxes	http://www.dvat.gov.in
76	Training & Technical Education	http://www.tte.delhigovt.nic.in
77	Transport	http://www.transport.delhigovt.nic.in
78	Union Territory Civil Services (UTCS)	http://www.utcs.delhigovt.nic.in
79	Vigilance	http://www.delhigovt.nic.in/dept/vigilance/welcome.htm
80	Weights & Measures	http://www.weights.delhigovt.nic.in
81	Welfare of SC/ST	http://www.scstwelfare.delhigovt.nic.in