

GOVERNMENT OF NCT OF DELHI



सत्यमेव जयते

Government of the National
Capital Territory of Delhi

Request for Proposal

To Design, Development, Host, Operation and Maintenance of
Delhi State Portal and Associated Websites of Delhi Government

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I. Factsheet

S. No.	Particular	Details
1	Tender ID	2021_DIT_204505_1
2	Tender date	24.06.2021 at 10 AM
3	Selection Method	L1 (Lowest Cost based selection)
4	RFP issued by	Department of Information Technology, GNCTD
5	Availability of RFP	RFP can be downloaded from e-Procurement platform of Delhi Government (https://govtprocurement.delhi.gov.in)
6	EMD	<p>Earnest Money Deposit of amount Rs. 5 Lacs only. Bank FDR/ Bank Guarantee in favor of Department of Information Technology, GNCTD, and payable at Delhi from any of the nationalized Scheduled Commercial Bank to be submitted in original physical form at Department of Information Technology, GNCTD, Delhi on or before last date and time of submission of proposal.</p> <p>Exemption is allowed under GFR Rule 170(i). However, Bidder needs to upload the relevant documentary evidence. Exemption is for EMD only.</p>
7	Performance Guarantee (PBG)	Bank Guarantee as mentioned in Form-7
8	Nodal Officer for correspondence and clarification	Shri Naveen Kumar Rathor, Data Processing Assistant, 9th Level, B-Wing, Delhi secretariat, New Delhi
9	Language of Proposal	Proposals should be submitted in English language only
10	Validity of Proposal	Proposals must remain valid for 180 days after the submission date
11	Last date for receipt of Pre bid queries	29.06.2021
12	Pre bid Meeting	<p>A pre-Bid meeting will be held on 30.06.2021 at 02:00 PM through Videoconferencing (VC).</p> <p>Password for VC may be requested at naveen.rathor@delhi.gov.in. The subject of email should be "Request to participate in Pre-bid meeting".</p> <p>The VC link is as under: - http://nicwebvc.nic.in/flex.html?roomdirect.html&key=vZQJxSiz0J</p>
13	Issue of addendum /clarification (if any)	05.07.2021
14	Last date of bid submission	Proposals must be submitted no later than the following date and time: 21.07.2021 at 3 PM
15	Opening of Bid	22.07.2021 at 3.30 PM
16	Opening of Technical bid	To be communicated latter
17	Opening of Financial bid	To be communicated latter

II. Definitions

Term	Definitions
Bidder	Firm/company participate for empanelment
Empaneled bidder	Bidder empaneled with Department of IT, GNCTD
Department of IT	Department of Information Technology, GNCTD
User department	Departments of GNCTD intended to implement software
Vendor /SI	Firm/company implementing a project/tasks
Purchaser	Department of Information Technology, GNCTD
RFP	Request for Proposal
GNCTD	Govt. of National Capital Territory of Delhi
EMD	Earnest Money Deposit
SI	System Integrator
PBG	Performance Bank Guarantee
BG	Bank Guarantee
DIT	Department of Information Technology
ICT	Information and Communication Technology
INR	Indian National Rupees
IT	Information Technology
LAN	Local Area Network
MIS	Management Information System
MSA	Master Service Agreement
NDA	Non-Disclosure Agreement
NIC	National Informatics Centre
NOC	No Objection Certificate
O&M	Operation and Maintenance
OEM	Original Equipment Manufacturer
SLA	Service Level Agreement
GoI	Government of India
MeitY	Ministry of Electronics & Information Technology, Government of India
NICSI	National Informatics Centre Services Inc.
SOW	Scope of Work
CMS	Content Management System
PQ	Pre-qualification
TQ	Technical Qualification
POA	Power of Attorney
MoU	Memorandum of Understanding
BPR	Business Process Reengineering
SRS	System Requirement Specification
FRS	Functional Requirement Specifications
DR	Disaster Recovery
DC	Data Center
DRaaS	Disaster Recovery as a Service
CSP	Communication Service Provider
GIGW	Guidelines for Indian Government Websites
STQC	Standardisation Testing and Quality Certification
UAT	User Acceptance Testing
SAR	Server Memory Utilization

III. Request for Proposal

The agencies qualifying to bid as per the qualifying criteria as per RFP and having proven expertise in Design, Development, Hosting, Operation and Maintenance of Websites / Web Portals / Web enabled applications are requested to submit their bids against this Tender Document. This invitation to bid is open to all Bidders meeting the minimum eligibility criteria as mentioned in Section: Pre-Qualification criteria of this RFP Document.

IV. Project Background

The Government of NCT of Delhi lays a lot emphasis on the adoption of good governance practices and an important dimension of this is the anytime, anywhere delivery of government information and services to the citizens. A lot of this information is being provided online by a number of different departments working in various sectors of development. But this also means that citizens have to visit a large number of websites of government departments for different kind of information. For making such information accessible in a convenient manner, it is important to have a one-stop source for all the government information and services.

To this end, <https://delhi.gov.in/> had been developed. The portal provides a unified interface to all Government websites and acts as a logical front-end to the e-government information regarding various governments' schemes and programs.

Details regarding Present Scenario, project objective and scope of work are discussed in section – Scope of Work

I. Present Scenario

Presently <https://delhi.gov.in/> acts as a common portal for disseminating information of the Government of Delhi. The common portal which includes approx. 180 associated departmental websites (List in Appendix - 03) is being managed by a single CMS. The objectives for implementing such a system were:

- Ease of access to information
- Consistent information across various Departmental website
- Consistent Look and feel of each website

The following details are being provided to help understand the existing hosting environment and platform capabilities.

- a. CMS Platform details
- b. Hosting Platform details
- c. DR Site details
- d. Data Size
- e. Content structuring
- f. List of cascaded departmental websites

a. CMS Platform Details:

IT Department, GNCTD has procured perpetual license for IBM CMS through a transparent bidding process in 2008 and currently using IBM CMS.

The detailed features/specifications of IBM CMS can be found on the official website of IBM.

b. Platform Details: Kindly refer Appendix –II(a)

c. Cloud Server Details:

The IBM based site is NOT hosted on cloud, it is hosted on co-location in Laxmi Nagar, NICSI, Data Center.

d. DR Site details:

The DR site is maintained at Pune Location. Kindly refer [Annexure -02 \(c\)](#)

e. Tentative Size of Total Data

Production Database Size in GB	Authoring Database Size In GB	Web-Server Data size in GB
92	148	37

f. Content Structure Details:

Bidders are suggested to visit <https://delhi.gov.in/> to understand the content and organizational structure

g. List of Websites: As per [Annexure -03](#)

II. Project Objective

The objective is to Design, Develop, Host to maintain Delhi Government Web Portal as well as the associated departmental websites mentioned in RFP and future requirement using latest available technologies for a period of 5 Years.

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

- I. Migrate all the existing website of Delhi Govt on the new platform.
- II. Implement robust and scalable architecture in terms of contents, security and load on the websites.
- III. To maintain all Delhi Government information at single place and in a consistent manner
- IV. To redesign and manage the current home page and corresponding Web pages more informative, visually pleasing, easy to manage.
- V. To maintain consistent and updated information on the website
- VI. Designs/themes/templates and enhancement as per requirement.
- VII. To improve the performance and traffic to the portal by effective SEO (Search Engine Optimization)
- VIII. To comply with following best practices and standards:
 - a. Common design templates
 - b. Highly sophisticated search across all sites
 - c. Global navigation; easy to find/move from one topic/service to another
 - d. Uses a consistent common terminology/data dictionary
- IX. To ensure the overall maintenance and availability of the Portal.
- X. Develop new websites for departments as per GIGW Guidelines.
- XI. To provide an overall excellent user experience to the citizen.

V. Instructions to the Bidders

a. General

- a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements.

- b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD on the basis of this RFP.
- c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract/agreement has been executed by or on behalf of DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD. Any notification of preferred bidder status by DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD shall not give rise to any enforceable rights by the Bidder. DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD.
- d) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

b. Completeness of Response

- a) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b) Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
 - Include all documentation specified in this RFP;
 - Follow the format of this RFP and respond to each element in the order as set out in this RFP
 - Comply with all requirements as set out within this RFP.

c. Pre-Bid Meeting & Clarifications

Pre-bid Conference

- a) DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD shall hold a pre-bid meeting with prospective bidders on the date, time & venue as mentioned in fact sheet.
- b) The Bidders will have to ensure that their queries (in **Excel format**) for Pre-Bid meeting should reach to **email id: naveen.rathor@delhi.gov.in** on or before date mentioned in fact sheet in the format given below-

S. No.	RFP Document Reference & Page Number	Content of RFP requiring Clarification(s)	Points of clarification
	Add rows as per your queries.		

Password for VC may be requested on the above email id. The subject of email should be *"Request to participate in Pre-bid meeting"*.

- c) DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD shall not be responsible for ensuring that the bidders' queries have been received by them. Any requests for clarifications post

the indicated date and time may not be entertained by the DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD.

Responses to Pre-Bid Queries and Issue of Corrigendum

- a) The Nodal Officer notified by the DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD will endeavor to provide timely response to all queries. However, DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD undertake to answer all the queries that have been posed by the bidders.
- b) At any time prior to the last date for receipt of bids, DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- c) The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD e-Procurement website.
- d) Any such corrigendum shall be deemed to be incorporated into this RFP.
- e) In order to provide prospective Bidders reasonable time for taking the corrigendum into account, DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD may, at its discretion, extend the last date for the receipt of Proposals.

d. Tenure of the Contract

The contract shall be for valid till 60 months (6months development & Deployment+54 months O&M) from the date of signing of agreement. However, if required, the contract may be extended for a further period of two years depending on requirement and performance of service provider on mutual consent and on same terms and conditions.

However, during built phase if there is significant delay from the Govt. and concern departments, Department of IT, GNCTD may increase the built phase for max. additional 3 months, without imposing the penalty on Selected SI. The entire project duration remains 60 months only.

e. Key Requirements of the Bid

Right to Terminate the Process

- a) DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD may terminate the RFP process at any time and without assigning any reason. DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b) This RFP does not constitute an offer by DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD. The bidder's participation in this process may result DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD selecting the bidder to engage towards execution of the contract.

RFP Document Fees

RFP can be downloaded free of cost from e-Procurement portal (<https://govtprocurement.delhi.gov.in>) of Delhi Government.

Earnest Money Deposit (EMD)

- i. Bidders shall submit the EMD in the form of a FDR or Bank Guarantee issued by any nationalized bank in favour of Department of Information Technology, GNCTD, payable at New Delhi, and should be valid for 180 days from the due date of the tender / RFP.
- ii. EMD of all unsuccessful bidders would be refunded by DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD within 30 days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.
- iii. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- iv. The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- v. The EMD may be forfeited:
 - If a bidder withdraws its bid during the period of bid validity.
 - In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

Submission of Proposals

- a) The bidders should upload the completed bids on the Delhi Government e-Procurement portal <https://govtprocurement.delhi.gov.in>.
- b) The Response to Pre-Qualification criterion, Technical Proposal and Commercial Proposal should be uploaded respectively.
- c) Please Note that Prices should not be indicated in the Pre-Qualification Proposal or Technical Proposal but should only be indicated in the Commercial Proposal. Any indication/disclosure of proposed financials other than financial bid will attract rejection of bid.

Registration on e-Procurement Platform

Bids must be submitted online only through e-portal <https://govtprocurement.delhi.gov.in> on or before the stipulated time mentioned in the Fact Sheet. Department does not take any responsibility for the delay caused due to non-availability of internet connection or network traffic jam for online bids No bid will be accepted after the said date & time for submission of the bid.

Instructions to Bidders for Registration on e-Procurement Platform

- 1) In order to participate in e-procurement platform the vendor should register (if not already registered) on e-procurement platform of GNCTD after paying the registration fee. **Bidder registration fee will be accepted only through online (SBI payment gateway). Before enrollment bidders should refer to Bidder Manual Kit-Notice to Bidders for e-Bid Submission for details.**
- 2) The vendor should have class – III Digital Certificate.

- 3) The vendor can take the training on e-Procurement platform of GNCTD at e-Procurement Cell, 6thFloor, B-Wing, Vikas Bhawan –II, Bela Road, near Metcalf House, Delhi.
- 4) For any clarification on e-Procurement System, please contact at Help Desk number (011-23813523-24) and email e-proc@nic.in

Authentication of Bids

Proposal should be accompanied by a Board resolution/power-of-attorney in the name of the signatory of the Proposal issued by the company.

POA format is attached at Annexure - 01.

f. Preparation of Proposal

Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

Language

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.

The bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.

g. Consortium

A consortium is an association of two or more companies, organizations (or any combination of these entities) with the objective of participating in a common activity or pooling their resources for achieving a common goal.

Since the work requires various tasks, the bidder may form a consortium to bid (maximum 2 partners). However, the consortium agreement should be part of the bid. Overall responsibility will however remain with the lead bidder only.

The turnover of the lead bidder only be considered as pre-qualification i.e. overall turnover of the consortium will not be considered. However, the experience and work orders of the consortium partners will be considered in this RFP.

The lead bidder may also sub-let part of the entire scope of work to meet the timeline under the intimation of DIT. However, overall responsibility of entire scope of work, risks involved, meeting time lines, penalty, and confidentiality will remain with the lead bidder only.

In case consortiums are to be allowed, the Purchaser can

- Request clarity on the roles and responsibility of each member
- Enforce a condition that a particular company can be a member of only one consortium
- Enforce that all the members are part of the contractual arrangement between themselves before submitting the bid
- All member of the Consortium:
 - should be registered legal entity in India
 - should have signed Integrity Pact
- None of the members of the Consortium should be a blacklisted entity

h. Key Stakeholders

The Important stakeholders in this project are:

- i. DIT: Department of Information Technology, Delhi.
- ii. Departments of GNCTD: Government of National Capital Territory of Delhi (India).
- iii. SI: System Integrator.
- iv. Empaneled Banks: Banks Integrated in govt. websites for Online Payments if any.
- v. Citizen/Residents.
- vi. OEMs/ Equipment Manufacturer.
- vii. National Informatics Centre (NIC).

i. Role and Responsibilities

Stakeholder	Responsibility	Level of Influence
Department of Information Technology(DIT), GNCTD	<ul style="list-style-type: none"> ✓ Act as a nodal agency/tendering authority for implementation of the project. ✓ To enter into necessary MoUs/agreements with Service Providers. ✓ Provide State Financial Support as required for the project. ✓ Coordinate and facilitate interactions between the project implementation partners, State Government Departments & Administration. ✓ Monitoring to adherence of defined service levels. ✓ Review and approve the business model for Rollout of website changes & migration. ✓ Issue instructions and ensure implementation, functioning of the project. ✓ Initiation of Change Request for website work. ✓ Initial Handholding for understanding existing roles. 	High

	<ul style="list-style-type: none"> ✓ Review and approve Project report prepared by the SI. 	
Participating Department	<ul style="list-style-type: none"> ✓ Assist in building up a sustainable model for the services. ✓ To provide institutional support and commitment to the project ✓ Help to bring-in the process changes and overall guidance to the project ✓ Issuance of necessary Government Orders ✓ Application Change Request Approval ✓ UAT of websites after migration in defined timelines 	High
System Integrator(SI)	<ul style="list-style-type: none"> ✓ Prepare the Project Plan ✓ Recommend redesign of the Business Processes (BPR). ✓ Prepare project specific necessary documentation e.g. AS-IS and TO-BE, System Requirement Specification (SRS), Functional Requirement Specifications (FRS) etc. ✓ Provide project management services for the Rollout ✓ To develop / customize / migrate/ support the portal/websites in a robust technical architecture for smooth services based on the requirements specified in FRS/SRS. ✓ SI to provide the turnkey solution (Bidder to provide the cloud from Meity empaneled CSP's and host the application on to it). ✓ Configure the solution to facilitate access to the application if required. ✓ Provide necessary training to the employees if required. ✓ Necessary Technical Manpower ✓ Responsible for engaging CSP's for the DC & DR hosting & O&M Activities ✓ DC & DR uptime as per the website's availability. ✓ Provide portal/websites & IT infrastructure maintenance support ✓ Security Audit of the websites/portals ✓ Setup of support center to cater to the queries of departments during maintenance period. ✓ SI to provide the Read console of Cloud and application infrastructure from monitoring and SLA measurement perspective. 	High

j. Evaluation Process

1. The Tender Committee constituted by DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD shall evaluate the responses to the RFP and all supporting documents /

documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.

2. The Evaluation Committee may recommend for rejection of any or all proposals on the basis of any deviations.
3. The decision of the Secretary (IT) in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
4. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

Tender Validity

The offer submitted by the Bidders should be valid for a minimum period of **180 days** from the date of submission of Bid.

Tender Evaluation

- a) Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive, if Proposals:
 - Are not submitted in as specified in the RFP document?
 - Received without the Letter of Authorization (Power of Attorney)
 - Are found with suppression of details
 - With incomplete information, subjective, conditional offers and partial offers submitted
 - Submitted without the documents requested in the checklist
 - Have non-compliance of any of the clauses stipulated in the RFP
 - With lesser validity period
 - Received without EMD (Except the exemption cases as per the provisions of GFR Rule 170(i))
- b) All responsive Bids will be considered for further processing as below.

DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process define in this RFP document. The decision of the Committee will be final in this regard.

VI. Criteria for Evaluation

Pre-qualification criteria (PQ)

S. No.	Pre-Qualification Criteria	Required Document
1	<p>Bidder should be registered under the Indian companies' act, 1956 (or) a firm registered under the Limited Liability Partnership Act, 2008 (or) a firm registered under the Partnership Act,1932 at-least from last 5 years.</p> <p>Bidder must have Registered under valid Service Tax Registration Certificate and Income Tax Return</p>	<p>Certificate of Incorporation and Articles of association of the Participant.</p> <p>Copy of GST Registration</p> <p>Income Tax returns for the last 3 financial years.</p> <p>Copy of PAN card</p>
2	<p>The bidder or consortium partners (if any) should have below mentioned valid certifications:</p> <p>CMMI Level 3/CMMi Level 5 certificate ISO 9001:2012 or latest ISO 27001:2015 or latest.</p>	<p>Copy of valid CMMi certification.</p> <p>Copy of Valid ISO Certifications</p>
3	<p>The bidder's turnover should be minimum 10 crores over the last three financial years, 2017-18, 2018-19 and 2019-20 each in the field of Web Design, Development or Hosting</p>	<p>Audited Certificate from a Chartered Accountant in original must be submitted.</p> <p>Turnover Statement from Auditors for last three financial years</p>
4	<p>The bidder and all consortium partners should not have been blacklisted or conflict of activities by any State Government, Central Government or any other Public Sector undertaking or a Corporation or any other Autonomous Organization of Central or State Government for breach of Contractual Conditions as on bid submission date.</p>	<p>Self-Certificate declaration that the bidder is not black listed to be enclosed.</p>
5	<p>The bidder or the consortium partners must have min 50 experienced resources having domain knowledge in Web Development, Redesign and Maintenance of web-applications.</p> <p>Agency need to have a documentary proof of Guidelines for Indian Government Websites (GIGW) Compliance expertise.</p>	<p>Self-Declaration Certificate that bidder possesses required skills and manpower.</p>
6	<p>The bidder or the consortium partners should have completed min 2 orders of worth min 2 Cr. for</p>	<p>Completion Certificates from the Client (specifying work value);</p>

	<p>Website Development, Redesign during the past five years.</p> <p>Similar nature means Implementation of a project for design, development, hosting of Website/Web Portal using equivalent CMS solutions.</p>	<p>OR</p> <p>Work Order + Self Certificate of Completion (Certified by the Authorized Signatory);</p> <p>OR</p> <p>Work Order + Phase completion certificate from client</p>
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Technical Qualification Criteria

Bidder who qualifies the Pre-qualification criteria, will advanced in to the next stage. Only PQ qualified company shall be considered for technical evaluation.

Scoring Model

Technical Evaluation

S. No.	Technical Qualification Criteria	Max Marks	Required Document
1	<p>The Bidder's turnover should be 10 crores average over the last three financial years, 2017-18, 2018-19 and 2019-20.</p> <p>>20 Cr-> 20 Marks >15 Cr-20 Cr-> 15 Marks >10Cr -15 Cr-> 10 Marks</p>	20	Audited Certificate from Chartered Accountant in original must be submitted.
2	<p>The Bidder's or consortium partners should have valid certifications: of CMMi Level 3 or 5, ISO 9001:2012 or latest, ISO 27001:2015 or latest.</p> <p>All Three Valid Certificate-> 30 Marks Any two Certificates-> 20 Marks Any One of above Certificate-> 10 Marks</p>	30	<p>Copy of valid CMMi certification.</p> <p>Copy of Valid ISO Certifications</p>
3	<p>Bidder's or consortium partners experience in providing System Integration services in India, quantified in terms of number of projects will be evaluated.</p> <p>System Integration would mean where the bidder has experience in Website Redesign, Development, and Applications Maintenance & Support in the last 3 financial years.</p> <ul style="list-style-type: none"> Project considered for evaluation should have project cost more than INR. 2 Cr. <p>>=3 projects = 15 marks 3 projects = 10 marks 2 project = 5 marks</p>	15	<p>Copy of work order</p> <p>Copy of Commissioning certificate/Completion certificate.</p>

4	Bidder's presentation on the Overall Approach, Methodology, Proposed Technology and skills also displaying an in-depth understanding of the project. Understanding of Project & Transition-> 5 Approach & Methodology-> 5 Proposed Technology & Skills -> 5 Approach to Content Mgmt.-> 5	20	A Detailed Presentation on understanding the Project and Proposed Solution to achieve end result
	Marks	85	
5	Operations & Maintenance Resources Technical Evaluation as below.	15	Copies of Original Certificates of Educational qualification. Copies of Original Exp. Certificate
	Total Marks	100	

Operations & Maintenance Resources Technical Evaluation				
S.No	Resource Designation	Experience(in years)	Desirable Qualification	Marks
1	Project Manager, Technology Strategist	9-12 Years	B.E/ B. Tech /MCA/M. Tech in CSE/ IT	2
		>12 -16 Years		3
		>16 Years		5
2	Senior Programmer/Website Developer	>6-8 Years	B.E/ B. Tech /MCA/M. Tech in CSE/ IT	2.5
		> 8 Years		5
3	Programmer/ Website Developer	>3-5 years	B.E/ B. Tech /MCA/M. Tech in CSE/ IT	2.5
		> 5years		5

If any information/declaration furnished by the bidder against eligibility/technical criteria is found to be wrong at any stage which changes the eligibility status of the bidder, the bidder may be rejected or terminated and blacklisted.

Bidders, whose bids are responsive, based on minimum qualification criteria / documents as in Pre-Qualification Criteria and score **at least 80 marks out of 100** in the defined scoring mechanism, would be considered technically qualified. Price Bids of such technically qualified bidders shall further be opened.

Financial Bid Evaluation

The Commercial Bids of only the technically qualified bidders should be opened for evaluation. The bidder with lowest financial bid will be considered as L1 (Lowest bidder)

Limited Response to the RFP

- In the circumstances as in point above, if in the opinion of the RFP Authority the price quoted by the Bidder could be revised downwards, it may offer a lower price to the single Bidder and may request the single Bidder to submit its revised bid within such period as may be specified.
- Failure to accept the offered price by the single Bidder will not entail forfeiture of earnest money deposit.

VII. Appointment of Successful Bidder

Award Criteria

DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined **L1** as per the process outlined above.

Right to Accept Any Proposal and to Reject Any or All Proposal(s)

DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD action.

Notification of Award

Prior to the expiration of the validity period, DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD may like to request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidders furnishing of Performance Bank Guarantee, DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD will notify each unsuccessful bidder and return their EMD. The EMD of successful bidder shall be returned only after furnishing of Performance Bank Guarantee and signing of Contract.

Performance Guarantee

DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD will require the selected bidder to provide an irrevocably, unconditionally Performance Bank Guarantee, within 15 days from the Notification of award, for a value of 10% of the total contract value. The Performance Guarantee should be valid for a period of T1+6 months (T1= Month of Termination of contract). The Performance

Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD at its discretion may cancel the order placed on the selected bidder without giving any notice. DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD incurs any loss due to Vendors negligence in carrying out the project implementation as per the agreed terms & conditions.

Signing of Contract

After DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD notifies the successful bidder that its proposal has been accepted, DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD and the successful bidder.

Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD may award the contract to the next best value bidder or call for new proposals from the interested bidders.

In such a case, DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD shall invoke the EMD of the most selected bidder.

VIII. Scope of Work

Pictorial Presentation of Scope				
S.No.	Scope of work	Activities	6 Months	54 Months
1	Development of 180 websites Wave-1 (60) Wave-2 (60/120) Wave-3 (remaining 60)	Requirement Gathering Content Capture Template Website Development Staging Deployment UAT/Dept Cord. Changes Incorporation Go-Live		
2	O&M Websites Updates, upgrades Issues Identification, Tracking & Resolution Other O&M Activities	O&M Activities		

I. Broad Scope of Work

This tender is for the IT solution provider having proven expertise in System Study, Design, Development, Implementation, Hosting and Maintenance of Web Portals, Web enabled applications, Mobile Apps. IT solution providers should develop Websites using latest available technologies, Open Source technologies or any other technology guidelines issued by MeitY. Cost of all licenses shall be borne by the selected bidder during the entire duration of contract.

All licenses shall be procured in the name of Delhi Government only. In case of open source, the required support shall be managed and purchased by the selected bidder only. There should not be any other cost to the Government except the cost quoted in the bid.

The portal delhi.gov.in will be a one-stop solution to addressing all the needs of the citizens, with an aim to provide them with accurate information in various fields. Easy access to information is the key to promoting good governance. With the launch of the portal, the Delhi government aims to have a single interface consisting of information on various government departments, such as education, health, transport, environment. Apart from information on departments, citizens will also be able to avail of information on the policies of the Delhi government, such as EV Policy, Tree Transplantation Policy, and Anti-pollution policies. The portal will serve as a gateway for the citizens for all services and departments.

The Main Purpose of the website is to provide the following to the citizens of Delhi:

- **Information:** The Government of NCT of Delhi wants to ensure that the information given on the government websites are easy to access, easy to understand and easy to share for the general public. Therefore, all websites have to be AMP (accelerated mobile pages) and Facebook Instant Articles ready. The AMP website and Main Website should look almost similar. It should be as fast as possible.
- **Services:** All services provided by the Delhi Government will be available at e-district website. The websites of individual departments will redirect applicants to the e-district website whenever a citizen wishes to avail any service provided by the respective department. Social log-ins like log in through google, Facebook etc should be made available to the users, after that other required details to create an account should be followed.

The vendor should comply with the industry standards for the website while building the CMS and all latest technologies such as Progressive Web Application including Push Notification, Service Worker and Offline Access. Design should use Motion UI ability.

The vendor should comply with the industry standards for website and mobile app development including guidelines, policy framework, security framework proposed by MeitY/ Gol.

The selected bidder shall maintain the portals for a period of at least 5 year, extendable to another two years depending on requirement and performance of the service provider. Ensuring the office/Departments to take operational control of the web portal for its information update and data management.

Broad Scope

1. Design, develop, host and maintain Delhi Government Website including Departments portals as the sub-domain of the State Portal.
2. All designs will be Inspired from the latest trends such as Motion UI and should use Progressive web app technologies.
3. Login / register will have an option to Signup / Sign In by Google / Apple / Facebook. Verification through mobile number should be mandatory whenever a new account is created by any citizen.

4. Building a responsive e-form feature which will be part of CMS. Whenever a form is submitted it will create a Form Number and send acknowledgement on the user email id with the filled Form as a copy in attachment in email.
5. Websites / CMS should be built in such a way that data / Information can be transferred from one department/server to another department/server through secured API Connection.
6. The selected bidder is required to host the website on the MeitY emplaned CSP cloud only. (<https://meity.gov.in/content/gi-cloud-meghraj>)
7. High Availability & Disaster Recovery: The IT vendor shall be responsible for designing and implementing High Availability and Disaster Recovery of all the Websites.
8. Ensure the compliance of Security Guidelines of CERT-In and Security Audit.
9. Ensure that websites comply with the 'Guidelines for Indian Government Websites (GIGW)' <http://guidelines.gov.in/> in full.
10. Bidder to manage the all content through Content Management System.
11. To manage State's current home page and corresponding Web pages to make it more informative, visually pleasing, easy to manage
12. To provide support and trainings whenever required.
13. Manpower Requirement: to provide manpower as per table provided in section resource deployment for managing day-to-day operations
14. Onsite Support: Support manpower can be engaged onsite (if & when desired by the User Department), both during the development and the O&M period.
15. Integration with technologies application software(s), Payment Gateway, e-Forms etc.
16. Vendor will ensure that during the contract period, the website shall remain compliant to the all major browsers with latest version. (FireFox, Chrome, IE, Safari, etc)

II. Detailed Scope of Work

The selected bidder will carry-out the below mentioned activity as a part of Design, Development, hosting, operations and maintenance of web-portal/websites. Scope of Work includes, but not limited to, below mentioned points.

1. The websites will be completely scalable in terms of contents and load on the websites. The service provider will ensure the response time of the website as per the Service Levels decided in the RFP.
2. The issues related to performance, manageability, and scalability shall be well addressed and system shall be manageable and less contentious for resources.
3. All websites will adhere to the existing / amended guidelines of Government of India and Delhi Government.
4. The service provide will make necessary provisions to make changes with in time frame as mentioned in the RFP/Agreement.
5. All websites will be 100% mobile compatible with bi-language features and to be built on Progressive web App with the help of Polymer / Angular /react and other relevant technology.
6. The service provider will open a support center in Delhi Secretariat or any other place specified by the Government to cater to the queries of departments during maintenance period.
7. All the websites will be managed using a single CMS (Content Management System)
8. Creation of manuals and documents for the project executed.
9. Fixing of errors in the setup/sites will be done by the selected bidder found during security Audit.
10. Submission of detailed Project Proposal / Plan Signoff on detailed project plan, activities, timelines etc. from concerned stakeholder.
11. Detailed Requirement gathering and analysis includes CMS design.

12. Study and analysis of existing /Similar website and include best practices in draft design
13. Carry out a System Study to prepare the SRS and FRS
14. Detailed High level and Low level application designs
15. Client Sign-off for Requirement Analysis
16. Approval of prototype (design interface) developed by vendor
17. Design should comply on all parameters with guidelines issued by Government of India for websites
18. Comply with website security guidelines issued by NIC and DIT, Gol.
19. Provide front-end user interface that allows a user, even with limited expertise, to add, modify and remove content from a Web site
20. Ensure that the website is GIGW Compliance certified by STQC
21. Modification based upon user feedback
22. One Login for all the Delhi government websites for the citizens.
23. E-Form should have the ability to upload basic information as well as upload documents, photographs, signature and other related Information) in the required language. The user should be able to Download / Submit the form. All the forms should be mobile responsive.
24. Ensure each website should have Push Notification, Service Worker, offline access services.
25. The data of citizens who have availed any service should be available to the Nodal department as well as the respective department.
26. The push notification feature should be available at the central level to the nodal department as well as the respective department.
27. Theme/ Designing should be done in such a way in which the website looks almost exactly the same while viewing it via AMP (Accelerated Mobile Pages) and the Department / Government website can connect their web portal to Facebook Instant Articles very easily.

III. Indicative list of proposed activities.

Phase 1: Study, Requirement identification and Analysis

- a) Finalizing the detailed list of activities, scope and duration of each of the activities and detailed project plan.
- b) Detailed discussions with concerned stakeholders to understand the overall objectives of the assignment.
- c) Finalization of Project Objectives/Requirements.
- d) Submission of detailed Project Proposal /Plan.
- e) Signoff on detailed project plan, activities, timelines etc. from concerned stakeholder/user department.

Phase 2: Design

- a) Detailed Requirement gathering and analysis
- b) Study and analysis of existing /Similar website and Mobile apps and include best practices in draft design
- c) To submit detailed Report (High level and Low-level application designs or SRS, FRS etc. as the case may be) covering requirement & functional aspects

The selected agency shall also be required to undertake the following tasks:

- a) Coordination and collection of required content from the concerned stakeholder
- b) Information Integration and Consolidation of data and information.

- c) Approval of the prototype (design interface) developed by the vendor should be taken from the stakeholder.
- d) Preparation of Content Structure/ Information Architecture for the website/mobile app
- e) Approval on the content gathered by the client department & Client Sign-off for Design finalization

Phase 3: Develop, Testing and Implementation

- a) Provide front-end user interface for Content Population & Content Management that allows a user, even with limited expertise, to add, modify and remove content from a Web site/mobile app.
- b) Application Development and Unit Testing, Integration Testing, System Testing, Functional Testing and Data Migration (wherever applicable).
- c) Testing of developed Websites, Web Portals, Applications (Web based & Mobile)
- d) Conduct User Acceptance Testing (UAT) and further, relevant modifications based upon User Feedback, for UAT sign-off of the completed Websites, Web Portals, Applications (Web based & Mobile).
- e) Submission of report on developed website/mobile app and Sign off by user department/IT Department.
- f) Bidder has to factor onetime Security Audit cost in the solution while hosting in production environment, after go-live if any security Audit has to be performed then it will be taken care by Department of IT, GNCTD.

Phase 4: Operation and Maintenance support

- a. Assist the departments/agencies of GNCTD in content updating/publishing etc.
- b. Proactively check the old information in department websites and help the department to replace old information with updated information.
- c. Following reports have to be submitted quarterly
 - i. -All incidents or support requests have to be recorded within resolution time
 - ii. -Application downtime with resolution time
 - iii. -MIS Reports such as Visitors reports, stay duration etc.
- d. Identify and execute training requirements for successful execution of project.
- e. Creations of necessary documents and User Manuals and Technical Manual for training
- f. Support on Training/ Demo on need basis.
- g. Warranty Maintenance / Annual Maintenance of Websites, Web Portals, Applications (Web based & Mobile).

Hosting services as Data Center and DRaaS from Meity Empaneled CSP.

- a) All the activities related to Cloud hosting-DC & DRaaS (Meity Empaneled CSP's) and interaction with the CSP.
- b) Creation of Subdomain and define the rotational log, error log, define alias of each domain etc. Maintain Error log and other logs and regularly resolve the respective exception from time to time.
- c) Regular Backup of access log of each domain and complete servers
- d) Monitor server performance and update server connection pools, server throughput and No of connection open by web servers. Preparation of analytics report broken links, file not found, server memory utilization (SAR) and web server connection pools.
- e) Implement SSL on authoring Web server for update the department information from out of TRI -Bind Area. Necessary SSL Certificates will be required to be purchased by the bidder only.
- f) Backup and update.
- g) Implementation of Webserver.
- h) Implementation of Multiple Webserver profiles for maintained large number of Sub domain.
- i) Creation and apply authorization on each department library.
- j) Creation of each department Group and user id for update department information.
- k) Backup of all filed and maintenance of log files
- l) Monitoring, Reporting and Improving the Server Performance
- m) Creation of Syndication and Subscriber pair between authoring and production servers
- n) Vendor will be responsible for connectivity between DC and DR site.
- o) DR site maintenance is the responsibility of the selected bidder

Note:

- a. *The vendor has to take a sign off from the user Department after completion of each phase and intimate DIT Project Coordinator accordingly.*
- d. *Vendor be required to submit Monthly Performance Report (MPR) to the DIT in advance in a prescribed format (will be provided after vendor selection along with procedure) within the last week of every month.*

IV. Requirements of content management system (CMS)

It should have features like responsive design, progressive enhancement, designing for accessibility etc. and should be built with mobile first approach. Content Scheduling should be possible for social media as well by means like Buffer etc.

These are the requirements of Content management system.

Sr.no	Category	Requirements
1	User and Group Management	The CMS shall provide a role-based user access mechanism where an administrator can create and manage users, user groups, roles, and role permissions.
2	Login	a. CMS should support login module using which content authors will be able to login. b. Login module should have forgot password mechanism. In case user forgets the password/wish to reset a link should be sent to user's registered Email address from where password can be reset.
3	Security	a. CMS should support integration with Directory Services (supporting LDAP) to manage users and their preferences. CMS should also support the latest security certificates like SSL 3.0.
4	Content Publishing	CMS should be able to publish content to any external Portal apart from its native portal.
5	Content Creation	CMS shall support the creation, modification, and deletion of templates to enable easy management of site and page layout and navigation.
6	Content Creation and workflow	<p>CMS should contain a WYSIWYG editor and provide standard Word authoring features (also known as a Rich Text Editor) to enable an editor to add and format text, links, and images to content areas, create tabular layouts within a text area and apply styles without needing HTML skills CMS should support drag and drop feature to enable easy management of content. The CMS shall support the following minimum preview and publication functions: -</p> <ul style="list-style-type: none"> a) Preview only on CMS (not visible to users) b) Save as unpublished (draft) c) Preview on Portal d) Send for approval e) Approve f) Publish after approval (i.e. after successful completion of the approval workflow) g) Unpublish (save as unpublished, not visible to users) h) Publication scheduling i) Publication expiration date (automatic unpublish) <p>CMS shall contain a content approval workflow to enable the approval of modifications (create, modify, delete) before publication (i.e. before becoming visible to the public) CMS shall support Administrator (or a designated user with an appropriate permission level) to assign and reassign users to workflow tasks (i.e. define the targets within the workflow)</p>

7	Layout	Layout and content shall be managed separately (i.e. it must be possible to create and edit content without having to amend or create a template)
8	CSS Creation	CMS shall support the creation and application of styles using Cascading Style Sheets (CSS) enabling the swift alteration of the look and feel (color, font, image size and positioning, link attributes, table properties). Graphics should be avoided altogether regarding navigation (e.g. no navigation buttons -these should be text, which gets its look and feel through CSS).
9	Ease of Content Creation	CMS shall offer the following ease-of-use features like Friendly URL's, Spell Checker, Undo etc
10	Sliding Banners	CMS should have the capability to create / update sliding banner and to add/ remove sliding banner on/from any page including the homepage of the website.
11	Publishing content on Social Media	CMS shall support publishing of video include a social media integration module that allows configurable publishing of content (pages, interactive data visualizations, images, videos) to a variety of social media (Facebook, Twitter, Google+, LinkedIn, Pinterest, Tumblr, etc. CMS should also support publishing of content specific to mobile app if required.
12	Content Publishing on Multiple Portals	The CMS should have the capability to create and deploy content on different portals with same or different branding.
13	Document Management	CMS shall support features of document management.
14	Image library	CMS shall be supported with an image library function
15	Template Creation	CMS shall support creation of templates and styles reflecting SMC branding.
16	Navigation, breadcrumb and sitemap	CMS shall support creation of navigation, breadcrumb and sitemap that will be published and rendered on Portal.
17	Version Control	CMS shall support version control (check-in, check-out, number of versions) and it must be possible to restore previous versions of a content item.
18	User Experience	CMS shall provide a 'expand/collapse' function that can be used in the web interface, to accommodate easier viewing of long page content. Like 'anchor links', it should be possible to specify by a web editor that an area of a page should be revealed or hidden through the click of a hyperlink.
19	Multi-channel support	CMS shall support responsive web design. To be able to support mobile/tablet devices, the CMS shall be able to dynamically render the presentation to fit screen size
20	Multilingual Support	CMS shall support creation of content in different languages (namely English, Hindi)
21	RSS Feeds	CMS shall support a template for the display of one or more RSS feeds
22	COPE capability	CMS shall support hierarchical creation of sites (i.e. parent/child sites in the same domain) and enable the

		child site to either inherit the look & feel of the parent site or have its own style and branding
23	Content Library	CMS shall be capable of storing and categorizing documents, images, video and audio files
24	Bulk Uploading	CMS shall support the bulk uploading of files
25	Template Creation	CMS shall support template for creating and publishing newsletter
26	Notifications	<p>CMS shall support the creation of an alert in response to a specific event, examples being:</p> <p>a. Content amendment</p> <p>b. Content expiration date approaching</p> <p>The triggering of an alert shall cause a notification to be sent to the target(s) of the alert. It must be possible to define a list of recipients for each alert type which will be used in the notification process</p>
27	Unicode Character Support	The CMS shall support the Unicode character set (UTF-8)
28	Content Archiving	CMS shall support an archive facility to manage content based on expiry date or manually
29	Extendibility	The CMS shall have a well-defined framework for extending the functionality of the core product, by adding more modules. This will enable SMC to request an additional module or set of modules without impacting either the core CMS application or other modules already in service
30	Performance	<p>The CMS shall be able to provide the following performance features:</p> <p>a. Database Replication</p> <p>b. Load Balancing</p>
31	Reporting	<p>The CMS shall provide reports for following</p> <p>a. Audit Trail</p> <p>b. Login History</p> <p>c. Problem Notification</p>
32	Technology	CMS should be built on Progressive Web App solutions

V. Sizing, Capacity Planning & Other requirement Details

Non-Functional requirements of an IT system are quality requirements or constraints of the system that must be satisfied. These requirements address major operational and functional areas of the system in order to ensure the robustness of the system. The Non-Functional Requirements established for Delhi Govt Portals are described in this section of the document. The main areas addressed are:

1. Capacity Estimates and Planning
2. Performance
 - a. Response Time
 - b. Throughput
3. Scalability

- 4. Availability (including recoverability and reliability)
- 5. Security

These Non-Functional Requirements should be used:

- a) As a basis for system sizing and estimates of cost.
- b) To assess the viability of the proposed IT system components.
- c) To drive the design of the operational models.
- d) As an input to component design.

Details of the NFRs are as follows:

1. Capacity Estimates & Planning- The architecture of the system must support the current anticipated load of more than 10,000 concurrent users. The portal is expected to provide acceptable level of performance under peak load. However, it is expected to handle burst level of activity for a short (usually 5-10 minutes) period without functional degradation. The portal should be scalable in such a way that if there are concurrent users more than specified then the capacity of the system enhanced automatically 20% and so on without any impact on service levels.

2. Performance- Response Time requirements define the time to complete a specific system task or process. The time interval, or response time, can be expressed as an exact measurement of time or as an acceptable range.

3. Scalability- Scalability is the ability to expand the system architecture to accommodate more users, more transactions and more data as additional users and data are added in the future. The existing systems should be extensible as far as possible without necessarily having to replace them. System should be able to scale horizontally and vertically.

4. Availability- Availability requirements address the time a system must be available (up and running) to service user requests. Availability is the acceptable and agreed-to level of service during scheduled periods.

5. Maintainability- Portal ecosystem should be easy to maintain. Technical design should not be monolithic in such a way that any change/repair of a single module affects entire application which needs to be tested every time. Design should be modular so that only affected module needs to be deployed and tested in case of any change in that module.

6. Security- Various security related requirements are categorized as follows:

- (a) Directory services
- (b) Authentication
- (c) Authorization
- (d) Provisioning

Directory Services-

System should have capability for integration with active directory supporting LDAP.

Authentication-

- (a) System should support a simple password based authentication.

- (b) System should support multiple password policies that can be applied to different categories of users. Specifically, the use of strong passwords for some users and weaker passwords for other users is required.
- (c) System should support password storage and transmission using strong encryption.
- (d) Authentication technologies utilized must be industry standards.
- (e) Authentication technology must support multiple levels of authentication strength if required.
- (f) User accounts must contain a unique ID.
- (g) System should allow administrators the ability to create, delete and manage user accounts.
- (h) System should temporarily disable accounts after a pre-determined number of invalid access attempts.
- (i) System should have configurable password restrictions and policies.

Authorization-

- (a) System should support the ability to associate a period of time for which an authorization is valid, after which the authorization is invalid.
- (b) System should support a role-based access control model.
- (c) System should support the creation of user roles.
- (d) System should support delegated administration of role assignment and management

Provisioning-

- (a) System should support the ability for a new user to “self-register” on Portal using a unique ID provided. This should create an account for the user.
- (b) System should support the ability of a user to use a self-administration process to request access to new application or expand current access to applications.
- (c) System should provide a forgotten password service.
- (d) System should allow users to establish shared secrets to be used in forgotten password services. When users utilize forgotten password services, new passwords must be able to be delivered to the user in a secure fashion.
- (e) Forgotten password services should employ technology (eg. human readable graphics) to prevent automated scripts from creating accounts and thus launching a denial of service attack against the directory.

VI. Service Management Support Process

It is envisaged that bidder would have its own IT help desk. The bidder admin team/ L1 support help desk is envisaged to log tickets for issues noticed in the solution by the citizens/others. The Bidder needs to provide a centralized Service team which will be responsible for:

- 1) The diagnosis and repair required to close the problem;
- 2) Documenting all actions in the call record/ ticket logs;
- 3) Performing root cause analysis, as required;
- 4) Working with other vendors, as appropriate, to attempt to resolve problems;
- 5) Making recommendations for process and tool improvements; and
- 6) contacting other support groups or organizations, as required. Level 2 and Level 3 Support consists of deep level support provided by specialists. It is proposed that users will be able

to log incidents via self-service. This tool should also have a citizen facing web application for raising tickets, which should contain an online form to capture relevant details about the issue. This form should be hosted on the website.

The Support teams to follow all the ITIL processes namely

- 1) Incident Management,
- 2) Service Management to cover Minor Enhancements:
- 3) Problem Management
- 4) Change Management
- 5) Release Management

VII. Hosting Facility for developed portals using Meity Empaneled CSP's

As per the Scope, Bidder has to Design, Develop and host the portals on Meity empaneled Cloud Service Providers. Bidder has to factor sufficient required number of resources for Hosting the Portals. The System should be design is such a way, running on full load system shall provide the asked uptime.

Uptime

The selected bidder shall maintain the uptime of hosting services in line with minimum requirements as laid out in TIA 942 rated 3 specifications. The design should ensure an DC uptime of 99.5% on a quarterly basis. Websites workloads must run on the latest Generation processors i.e. Cascade Lake processors.

Some of the key considerations for leveraging the Cloud Services from CSP's are given below:

Scalability

All components of the proposed CSP must support scalability to provide continuous growth to meet the requirements and demand. A scalable system is one that can handle increasing numbers of requests without adversely affecting the response time and throughput of the system. The CSP should support both vertical (the growth of computational power within one operating environment) and horizontal scalability (leveraging multiple systems to work together on a common problem in parallel).

Availability

All components of the proposed CSP must provide adequate redundancy to ensure high availability of the all portals/websites. Availability assumes that systems will fail, and therefore the systems are configured to mask and recover from component or server failures with minimum application outage. The bidder shall make the provision for high availability for all the services of the CSP.

Interoperability

The entire system/ subsystem is interoperable, in order to support information flow and integration. Operating systems and storage technologies from different vendors interact well with each other.

Security

Bidder must propose CSP that provides an end-to-end security blanket to protect applications, services, data and the infrastructure from intentional, unintentional or malicious attacks or theft from external (through internet) and internal (through intranet and or physical) hackers/thieves. Such attacks and theft should be controlled and well supported using Firewalls, IPS/IDS systems and infrastructure protection mechanisms. CSP Should be ISO 27001, ISO 22301, ISO 27017 & ISO 27018 certified for ensuring the security compliances. The virus and worms' attacks should be well defended with Gateway level Anti-virus system, along with workstation level Anti-virus mechanism. Furthermore, all the system logs properly stored & achieved for future analysis and forensics whenever desired.

Manageability

The design should be an efficient way to ensure an easy maintenance. It must facilitate ease of configuration, ongoing health monitoring, and failure detection that are vital to the goals of scalability, availability, and security.

Below mentioned activity are the scope of work from hosting services stand point of view but not limited too.

- a) Bidder has to factor the required no. of VM's, Network connectivity, VPN's and Storage requirement for the hosting of application.
- b) Factored Infrastructure must be enough to run the system smoothly.
- c) System Administration, Monitoring, Maintenance & Management Services
- d) Network Administration, Monitoring, Maintenance and Management Services
- e) Storage Administration, Monitoring, Maintenance and Management Services
- f) Security Administration, Monitoring, Maintenance and Management Services
- g) Application Administration, Monitoring and Management Services
- h) Backup & Restore Services
- i) Physical Infrastructure Monitoring, Maintenance and Management Services
- j) MIS Reports: The bidder shall provide the MIS reports for all the devices installed in the Data Centre of CSP in a prescribed format defined by the department and media as mutually agreed with the department on a periodic basis. Whenever required by Department, Bidder should provide additional reports in the required format or as per Department requirement time to time.

Other features of CSP-

- Should have live running Government Community Cloud (Data centers) in different seismic zones.
- Should have capability to provide Container as a services/end point services like PaaS.
- Physically & logically separated GCC cloud environment
- MAF from Software vendors for authentic use of licenses on infrastructure.
- PCI-DSS Complaint Data Centre.
- **RTO should be min 30 Minutes, RPO should be 1 hour.**

VIII. Resource Deployment:

Following **minimum resources** with desired qualifications has to be deployed for smooth running of the project. Vender can deploy as many as resources to meet the project time line and deliverables.

S. No.	Role	Required Resources	Desirable Qualification and Experience
1.	Project Manager, Technology Strategist	1 Nos	<ul style="list-style-type: none"> ▪ B.E/ B.Tech /MCA/MTech in CSE/ IT ▪ Having at least 8 years of post-qualification relevant work experience in design and development of CMS based Websites ▪ Proven working experience as a project administrator for large projects, solid technical background, with understanding and hands-on experience in website development, excellent client-facing, communication and leadership skills
2.	Senior Programmer/Website Developer	1 Nos.	<ul style="list-style-type: none"> ▪ B.E/ B.Tech /MCA/MTech in CSE/ IT ▪ Having at least 6 years of post-qualification relevant work experience in design and development of CMS based Websites ▪ Proven experience as Team Lead in minimum 2 projects with technical expertise, strong communication and leadership skills and ability to manage and organize a team of technical staff
3.	Programmer/Website Developer	2 Nos.	<ul style="list-style-type: none"> ▪ B.E/ B.Tech /MCA/MTech in CSE/ IT ▪ Having at least 3 years of post-qualification relevant work experience in design and development of CMS based Websites, ▪ Should have working knowledge of developing WCAG compliant website, Responsive Websites, CSS, HTML5 etc. ▪ Should have working knowledge of Photoshop, Dreamweaver etc.

- a) The above mentioned resources will be deployed at Department of IT, GNCTD. Department of IT, GNCTD will only provide seating space along with internet connection.
- b) The selected bidder has to ensure the compliance to Labour laws and other related laws applicable from time-to-time.
- c) The selected bidder shall not make any changes to the composition of the Key Personnel and not require or request any member of the Key Personnel to cease or reduce his or her involvement in the provision of the Services during the Term (or agree to any request other than from Department of Information Technology, GNCTD that would have the same effect):
 - a. unless that person resigns, is terminated for cause, dies, is long-term disabled, is on permitted mandatory leave under Applicable Law or retires; or
 - b. without Department of Information Technology, GNCTD prior written consent.
- d) The department reserves the right to direct the vendor to replace any resource, based on performance issues, and provide the replacement to comply with the RFP conditions.
- e) The selected bidder will have to provide replacement within 7 days prior to exit of any resource either due to performance issue or in case the person resigns from the organization. The intended resource to join as replacement must match to qualification of resource being

replaced or better. The intended resource to join as replacement shall also be interviewed and approved by the department of IT, GNCTD.

- f) The normal working hours will be 5 days a week. However, one team member amongst deployed resources shall have to present in office on Saturdays except when public holiday. In case of any emergencies, the support service has to be provided on all days throughout year.
- g) key person may get leave in case of medical issue or emergency after the satisfaction of GNCTD. In that case replacement of the same or higher capacity will be provided by the vendor.

IX. Project Timelines

T-> Contract Award/LOI Date

UAT-> Concern Department shall be responsible for giving/Signing the UAT within 15 days, in case IT Department doesn't receive the Department response within defined timeline, the UAT shall be considered as Accepted. DIT, GNCTD may take further actions as required.

Project Implementation Timelines (in Days)			
S. No.	Milestones	Start Time	End Time
1	Resource deployment, Submission & Approval of Project Plan from DIT, Identification and categorization of websites for 3 Phases.	T1=T+10 days	T1
2	Development, Designing & Deployment of 60 Websites out of 180- Phase 1	T2=T1+50 days	T2
3	Development, Designing & Deployment of next 60 Websites out of 120- Phase 2	T3=T2+60 days	T3
4	Development, Designing & Deployment of last 60 Websites Phase 3	T4=T3+60 days	T4
5	Operation and Maintenance (New Developed Web Sites)	T4=T5	Till End of Contract

X. Service Level Agreement

The SI shall post an on-site dedicated Project Manager to look after the entire operation of the website Maintenance with his/her on-site team, with no additional responsibility. The project manager shall coordinate with the designated officer of the tendering authority.

SI shall appoint as many team members; over and above the manpower specified above, as deemed fit by them, to meet out the time Schedule and SLA requirements. The tendering authority would not be liable to pay any additional cost for this.

S. No.	Measurement	Definition	Target	Penalty
1	Resource availability for all services requested (Operations a	No. of shift days/resources for which resou rce	99% averaged over all resources designated for SI services and calculated on a quarterly basis	No penalty

	nd Maintenance)	present at the designated location / Total no. of shift days/Resources	>=97% to <99% averaged over all resources designated for SI services and calculated on a quarterly basis	2% of QGR
			>=95% to <97% averaged over all resources designated for SI services and calculated on a quarterly basis	5% of QGR
			<95% averaged over all resources designated for SI services and calculated on a quarterly basis	8% Of QGR + Letter of Warning

Above mentioned are the minimum Roles and qualifications required for this project. Bidder has to factor the required number of manpower to cover (9 to 6) x All working days and SLA. On critical situations or as and when directed by the tendering authority, the support personnel must be available on site without additional financial implications.

Non availability of the services as stated above will be treated equivalent to single occasion downtime for critical components. In case if there is a change required in the available resources deployed, the SI has to replace with suitable new resource of same or higher qualification and relevant experience within one working day, however the SI has to take approval of the profile of the new resource from the Tendering Authority.

Sl. No.	Description of Service Item	Measurement Methodology	Measurement Frequency	Breach level	Penalty
(1)	(2)	(3)	(4)	(5)	(6)
1	Deployment of resources as per RFP along with requisite certification/Signing of Agreement within 10 days of LoA/Not submission of LoA.(LoA should be signed by vendor and submitted to department within 7 days of Lo)	Submission of certification before deployment	Once	>24hrs	1% per day till 10 days. Lol may be cancelled and BG May be invoked after that.
2	Availability(*Uptime) of Web Portal in percentage (State and All Departmental website).	Percentage Availability = {1 - [(Application downtime)/(Total Time)]}*100 Application downtime shall be measured from the time the application becomes unavailable (due to any reason attributable	Quarterly	>=99.5% <99.5%	No Penalty

		to the SI) to the end user, to the time it becomes fully available for the user. Planned downtime can be taken at night hrs (12:01am-6am) with prior approval. IA shall ensure that all relevant events are logged and such logs are made accessible for review/report through SLA monitoring tool in a readable format			4% of Quarterly Payment with additional 1% for every 1% drop in percentage availability
3	Helpdesk Response time & Resolution time from the time of registering of request.	Response time <=1 hrs Resolution time <= 2 Hours Lower Performance >2 hrs and < =8 hrs Breach > 8 hrs	Quarterly	<95%	2% of Quarterly Payment with additional 1% for every 1% drop in percentage availability
4	Website Development	Wave-1<= 60 days Wave2<=60 days Wave 3<=60 Days	Go Live date	100%	Rs. 20,000/day if it exceeds by 10 days. 2% of each relevant wave Milestone payment
5	Availability (*Uptime) of Cloud Infrastructure (Compute, Network and Storage) percentage.	Cloud Uptime (Compute, Network, Storage and other Components) Uptime = {1 - [(Server downtime) / (Total Time-Maintenance Time)]} * 100	Quarterly	>=99.5% <99.5%	No Penalty 4% of Quarterly Payment with additional 1% for every 1% drop in percentage availability.

*Uptime	<p>- Time for which user is able to access the applications, website and other components of the IT solution during the working hours. The system can be down due to any of the reasons including failure of hardware, network, system software, application etc.</p> <p>- Scheduled downtime for example, backup time, batch processing time, routine maintenance time will not be considered while valuating the system uptime. However, the selected SI will be required to schedule such downtime with prior approval of Department. The selected SI will plan scheduled downtime outside working time. In exceptional circumstances, Department may allow the SI to plan scheduled downtime in the working hours</p>
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Note:

- i. Tools to monitor the SLA should be supplied by the Implementing Agency
- ii. Total penalty for quarter will be limited to 10% of the Quarterly payment(QP)
- iii. In case of 10% or more penalty calculation for two consecutive Quarters, the performance of bidder will be considered as unsatisfactory and can be terminated. The decision of termination lies with Department of Information Technology, GNCTD.
- iv. If there will be any Delay from Delhi Government / Delhi Govt. Department, there will be no penalty on the selected SI.

Other Security Parameters SLA's

S.No	Incident per Month	Penalty
1	For every virus attack reported	For every virus attack reported and not resolved within 36 hours from the time of patch or virus removal tool/process is available, a penalty of Rs. 1,00,000/- would be imposed on the SI
2	For every incidence of Denial of service Attack	Rs 10,00,000
3	Intrusion	Rs 20,00,000
4	Data Theft	Rs. 50, 00,000/-
5	Hacking	Rs. 1,00,00,000/-
6	Any other security related threat	Rs. 30,00,000/-

XI. Payment Schedule

Milestone Payments to be made	Milestone Payments
Completion of Phase-1 (Dev & Go-live 60 Websites of 180 Websites)	10%
Completion of Phase-2 (60 Websites of remaining 120 Websites)	10%
Completion of Phase-3 (remaining 60 Websites)	10%
Operations & Management Support	70% (equally distribution in 18 Quarters) Payment terms would be quarterly in arrears after making due adjustments with SLA/performance

XII. Fraud and Corrupt Practices

The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable

practice or restrictive practice (collectively the “Prohibited Practices”) in the Selection Process. In such an event, DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidders Proposal.

For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

- “corrupt practice” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD, who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical adviser of DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD in relation to any matter concerning the Project;
- “fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- “coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any persons participation or action in the Selection Process;
- “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- “restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

XIII. Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

- Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.

- Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos

The bidder or DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract.

XIV. Arbitration

In case any dispute between the Parties, both the parties will try to resolve the issue mutually within 20 days of dispute raised. Affected party will give notice in writing to other party indicating concern, proposed remedy to settle the issue. If the issue does not settle by negotiation in the manner as prescribed, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Department of IT, Government of NCT of Delhi shall be the sole arbitrator.

XV. Limitation of Liability

The SI's liability under this Agreement and /or its modifications shall be determined as per the Law in force for the time being. The SI shall be liable to DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD for loss or damage occurred or caused or likely to occur on account of any act of omission on the part of the SI and its employees, including loss caused to DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD on account of defect in goods or deficiency in services on the part of SI or his agents or any person / persons claiming through or under said SI. However, such liability of SI shall not exceed value of submitted PBG except in cases where limitations on liability clause are arising because of reason of death or personal injury, fraud or gross negligence.

XVI. Source Code, Proprietorship and Patent

Vendor will be responsible to provide the latest and complete source code which can be compiled and deployed by Department of Information Technology, GNCTD along with all the requisite software (Source Code, Libraries, IDEs etc.). Department of Information Technology, GNCTD will be the sole proprietor of the website developed and any patents arising out the work shall be of Department of Information Technology, GNCTD and vendor will have no claim on the same

XVII. Conflict of Interest

A bidder shall not have a conflict of interest that may affect the Selection Process or the Solution delivery (the "Conflict of Interest"). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD shall forfeit and appropriate the EMD, if available, as mutually agreed genuine pre-estimated compensation and damages payable to DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD for, inter alia, the time, cost and effort of DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD including consideration of such Bidder's Proposal, without prejudice to any other right or remedy that may be available to DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD hereunder or otherwise.

XVIII. Exit Management

a) Exit Management Purpose

- i. This clause sets out the provisions, which will apply during Exit Management period. The Parties of the contract shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Clause.
- ii. The exit management period starts, in case of expiry of contract, at least 6 months prior to the date when the contract comes to an end or in case of termination of contract, on the date when the notice of termination is sent to the vendor. The exit management period ends on the date agreed upon by DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD or Six months after the beginning of the exit management period, whichever is earlier.

b) Confidential Information, Security and Data

System Integrator will promptly on the commencement of the exit management period, supply to the DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD or its nominated agencies the following:

- i. Information relating to the current services rendered and performance data relating to the performance of the services; Documentation relating to Project; any other data and confidential information related to the Project;
- ii. Project data as is reasonably required for purposes of the Project or for transitioning of the services to its Replacing System Integrator in a readily available format.
- iii. During the Exit, the SI shall handover all the Hardware, software, applications, network, accessories, and other infrastructure to Department of Information Technology, GNCTD or any other agency nominated by Department of Information Technology, GNCTD
- iv. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable the DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD and its nominated agencies, or its Replacing Vendor to carry out due diligence in order to transition the provision of the Services to DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD or its nominated agencies, or its Replacing Vendor (as the case may be).

a) Rights of Access to Information

At any time during the exit management period, the System Integrator will be obliged to provide an access of information to DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD and / or any Replacing Vendor in order to make an inventory of the Assets (including hardware / Software / Active / passive), documentations, manuals, catalogs, archive data, live data, policy documents or any other material related to the Project.

b) Exit Management Plan

Bidder shall provide DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD with a recommended exit management plan ("Exit Management Plan") within 180 days of signing of the contract, which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and Scope of work definition.

- i. A detailed program 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;

- ii. Plans for the communication with such of the System Integrator, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on Project's operations as a result of undertaking the transfer;
- iii. Plans for provision of contingent support to the Project and Replacement Vendor for a reasonable period (minimum one month) after transfer.
- iv. Plans for training of the DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD staff to run the operations of the project. This training plan along with the training delivery schedule should be approved by DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD. The delivery of training along with handholding support and getting the sign off on the same would be the responsibility of SI.
- v. System Integrator shall re-draft the Exit Management Plan annually to ensure that it is kept relevant and up to date.
- vi. Each Exit Management Plan shall be presented by the System Integrator to and approved by DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD or its nominated agencies.
- vii. During the exit management period, the System Integrator shall use its best efforts to deliver the services.
- viii. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Plan.

XIX. Termination of contract

DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD may, terminate this contract in whole or in part by giving the Vendor at least three-month prior written notice indicating its intention to terminate the contract under the following circumstances:

a) Termination for Default

DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD may, without prejudice to any other remedy under this Contract and applicable law, reserves the right to terminate for breach of contract by providing a written notice of three month stating the reason for default to the System Integrator and as it deems fit, terminate the contract either in whole or in part:

- i. If the Vendor fails to deliver any or all of the project requirements / operationalization / go-live of project within the time frame specified in the contract; or
- ii. If the Vendor fails to perform any other obligation(s) under the contract; or
- iii. If there is a breach of SLAs beyond a limit; or
- iv. If there is a breach of representations & obligations

Prior to providing a notice of termination to the Vendor, DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD shall provide the Vendor with a written notice of 30 days instructing the Vendor to cure any breach/ default of the Contract, if DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD is of the view that the breach may be rectified.

On failure of the Vendor to rectify such breach within 30 days, DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD may terminate the contract by providing a written notice of three months to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD. In such event, the System Integrator shall be liable for penalty/liquidated damages imposed by the DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD. The performance Guarantee shall be forfeited by the DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD

b) Termination for Convenience

DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD may in its own discretion, by provision of a written notice sent to the Vendor, terminate the contract, either in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD's convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. Subsequently, the pending dues and the payments up to the date of termination will be settled accordingly after deduction of applicable taxes and liquidated damages if any.

c) Consequences of Termination

In the event of termination of this contract for any reason whatsoever, DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD is entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective continuity of the services which the System Integrator shall be obliged to comply with and take all available steps to minimize the loss resulting from that termination/ breach, and further allow and provide all such assistance to DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD and/ or succeeding vendor, as may be required, to take over the obligations of the System Integrator in relation to the execution/ continued execution of the requirements of this contract.

d) Post termination rights and obligations of vendor

All plans, drawings, specifications, designs, reports and other documents prepared by the Vendor in the execution of the contract shall become and remain the property of DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD and before termination or expiration of this contract the System Integrator shall deliver all such documents, prepared under this contract along with a detailed inventory thereof, to DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD. System Integrator shall also deliver proper knowledge transfer as mentioned in clause "Exit Management" of this agreement.

Appendix I: Templates

Form 1: Particulars of the Bidder

S. No.	Information Sought	Details to be Furnished
A	Name and address of the bidding Company (Corporate office)	
B	Local address of the bidding Company (In NCR)	
C	Incorporation status of the firm (public limited / private limited, etc.)	
D	Year of Establishment	
E	Date of registration	
F	ROC Reference No.	
G	Details of company registration	
H	Details of registration with appropriate authorities for service tax	
I	Name, Address, email, Phone nos. and Mobile Number of Contact Person(s)	

Form 2: Letter of Proposal

To

Secretary,

Department of Information Technology, GNCTD,

Delhi

Subject: Submission of the Technical bid for **Operation & Maintenance of Delhi State Portal and Associated Websites** for DEPARTMENT OF INFORMATION TECHNOLOGY, GNCTD, GNCTD

Dear Sir/Madam,

- We, the undersigned, offer to provide solutions to Department of Information Technology, GNCTD on **Operation & Maintenance of Delhi State Portal and Associated Websites** with your Request for Proposal dated < insert date > and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the Financial Bid sealed.
- We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.
- We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.
- We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for **180** days as stipulated in the RFP document.
- We understand you are not bound to accept any Proposal you receive.
- Yours sincerely,
- Authorized Signature [*In full and initials*]: _____
- Name and Title of Signatory: _____
- Name of Firm: _____
- Address: _____
- Location: _____ Date: _____

Form 3: Compliance Sheet for Pre-Qualification

S. No.	Page No.	Pre-Qualification Criteria	Required Document
1		<p>Bidder should be registered under the Indian companies' act, 1956 (or) a firm registered under the Limited Liability Partnership Act, 2008 (or) a firm registered under the Partnership Act,1932 at-least from last 5 years.</p> <p>Bidder must have Registered under valid Service Tax Registration Certificate and Income Tax Return</p>	<p>Certificate of Incorporation and Articles of association of the Participant.</p> <p>Copy of GST Registration</p> <p>Income Tax returns for last 3 financial years.</p> <p>Copy of PAN card</p>
2		<p>The bidder or consortium partners (if any) should have below mentioned valid certifications:</p> <p>CMMI Level-3 / CMMi Level 5 certificate ISO 9001:2012 or latest ISO 27001:2015 or latest.</p>	<p>Copy of valid CMMi certification.</p> <p>Copy of Valid ISO Certifications</p>
3		<p>The bidder's turnover should be minimum 10 crores over the last three financial years, 2017-18, 2018-19 and 2019-20 each in the field of Web Design, Development or Hosting</p>	<p>Audited Certificate from a Chartered Accountant in original must be submitted.</p> <p>Turnover Statement from Auditors for last three financial years</p>
4		<p>The bidder and all consortium partners (if any) should not have been blacklisted or conflict of activities by any State Government, Central Government or any other Public Sector undertaking or a Corporation or any other Autonomous Organization of Central or State Government for breach of Contractual Conditions as on bid submission date.</p>	<p>Self-Certificate declaration that the bidder is not black listed to be enclosed.</p>
5		<p>The bidder or the consortium partners must have min 50 experienced resources having domain knowledge in Web Development, Redesign and Maintenance of web-applications.</p>	<p>Self-Declaration Certificate that bidder possesses required skills and manpower.</p>

		Agency need to have a documentary proof of Guidelines for Indian Government Websites (GIGW) Compliance expertise.	
6		<p>The bidder or the consortium partners should have completed min 2 orders of worth min 2 Cr. for Website Development, Redesign during the past five years.</p> <p>Similar nature means Implementation of a project for design, development, hosting of Website/Web Portal using equivalent CMS solutions.</p>	<p>Completion Certificates from the Client (specifying work value);</p> <p>OR</p> <p>Work Order + Self Certificate of Completion (Certified by the Authorized Signatory);</p> <p>OR</p> <p>Work Order + Phase completion certificate from client</p>

Form 4: Compliance Sheet for Technical Proposal

The Technical proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of the Technical proposal.

S. No	Page No.	Technical Qualification Criteria	Max Marks	Required Document
1		<p>The Bidder's turnover should be 10 crores average over the last three financial years, 2017-18, 2018-19 and 2019-20.</p> <p>>20 Cr-> 20 Marks</p> <p>>15 Cr-20 Cr-> 15 Marks</p> <p>>10Cr -15 Cr-> 10 Marks</p>	20	Audited Certificate from Chartered Accountant in original must be submitted.
2		<p>The Bidder's or consortium partners should have valid certifications: of CMMi Level 3 or 5, ISO 9001:2012 or latest, ISO 27001:2015 or latest.</p> <p>All Three Valid Certificate-> 30 Marks</p> <p>Any two Certificates-> 20 Marks</p> <p>Any One of above Certificate-> 10 Marks</p>	30	<p>Copy of valid CMMi certification.</p> <p>Copy of Valid ISO Certifications</p>

3		<p>Bidder's or consortium partners experience in providing System Integration services in India, quantified in terms of number of projects will be evaluated.</p> <p>System Integration would mean where the bidder has experience in Website Redesign, Development, and Applications Maintenance & Support in the last 3 financial years.</p> <ul style="list-style-type: none"> • Project considered for evaluation should have project cost more than INR. 2 Cr. <p>>=3 projects = 15 marks 3 projects = 10 marks 2 project = 5 marks</p>	15	<p>Copy of work order</p> <p>Copy of Commissioning certificate/Completion certificate.</p>
4		<p>Bidder's presentation on the Overall Approach, Methodology, Proposed Technology and skills also displaying an in-depth understanding of the project.</p> <p>Understanding of Project & Transition-> 5 Approach & Methodology-> 5 Proposed Technology & Skills -> 5 Approach to Content Mgmt.-> 5</p>	20	<p>A Detailed Presentation on understanding the Project and Proposed Solution to achieve end result</p>
5		<p>Operations & Maintenance Resources Technical Evaluation as</p>	15	<p>Copies of Original Certificates of Educational qualification.</p> <p>Copies of Original Exp. Certificate</p>
		Total Marks	100	

Form 5: Financial Bid Covering Letter

To
Secretary,
Department of Information Technology, GNCTD
9thLevel, B Wing, Delhi Secretariat
New Delhi

Subject: Submission of the Financial bid for **Operation & Maintenance of Delhi State Portal and Associated Websites** for Department of Information Technology, GNCTD.

Dear Sir/Madam,

We, the undersigned, offer to provide the services/solution for **Operation & Maintenance of Delhi State Portal and Associated Websites** in accordance with your Request for Proposal dated <<Date >> and our Proposal (Technical and Financial Proposals). This amount mentioned in financial proposal is inclusive of the local taxes except the Service Tax.

1. PRICE AND VALIDITY

- All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 180 calendar days from the date of opening of the Bid.
- We hereby confirm that our prices include all taxes except the Service Tax. However, all the taxes are quoted separately under relevant sections.
- We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

2. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

3. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

4. PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in this RFP document.

We understand you are not bound to accept any Proposal you receive.

We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Thanking you,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Form 6: Price Bid Performa

To,

Date

**Secretary,
Department of Information Technology, GNCTD
9th Level, B Wing, Delhi Secretariat
New Delhi**

Dear Sir,

I/We hereby submit our price bid for **Design, Development, Hosting and Operation & Maintenance of Delhi State Portal and Associated Websites** for Department of Information Technology, GNCTD.

Sr.No	Particulars	Total Cost (In Rs.)
1	Design, Development & Implementation	X1
2	Cloud Hosting-Meity empaneled CSP's (DC, DR , Connectivity)	X2
3	Operation and Maintenance Cost (including the cost of Project Manager and technical manpower etc.)	X3
4	Helpdesk Manpower (24x7)	X4
5	Tools & Licenses cost	X5
	Total Price	X

The L1 shall be decided on the basis of the Total Price quoted by the bidder. This will be including all the taxes, duties, Cess, levies etc. and excluding of GST.

Note: *If there is any change in the Applicable Laws of India with respect to taxes and duties, then the same shall be borne by the Vendor.*

Bidders need to provide the value of X in BOQ Document and the L1 bidder will be decided on the lowest value of X only.

Rate of other resources, institutional cost etc are part of final cost.

I as bidder, understand that no additional cost will be payable for institutional /organizational knowledge, support and establishment of Assessment Lab

Sign and Stamp

Form 7: Per Web-Site Rates

The Bidder shall have to provide additional per website as per GIGW along with Financial Proposal as Annexure. Though the pricing is a fix bid type and per website billing rates will not be considered in financial evaluation. If required, DIT, GNCTD may ask the bidder for developing the additional websites as per the rates specified below in the table. These rates must be submitted online.

S.no	Description	Price in (Rs)
1.	Per Web site rate as per GIGW	

S.no	Role	No. of Members	Monthly Billing Rate
1.	Project Manager, Technology Strategist	1	
2.	Senior Programmer/Website Developer	1	
3.	Programmer/ Website Developer	1	

The Bidder shall have to provide billing rates for each profile in online form along with Financial Proposal. Though the pricing is a fix bid type and billing rates will not be considered in financial evaluation, but in case additional resources are required, the below mentioned rates would be used. Based on the resource requirement for completion of the above scope of work, agency may deploy additional resources. The roles and CV for these resources need to be submitted as section V Resource Deployment. The additional resources will not be considered for technical evaluation. No CV should be shared for resources not assigned to this project.

After opening of financial bid, selected bidder has to match the lowest rate in this category.

Note: The cost of additional resources will not be considered for financial evaluation. If required, DIT may ask the bidder to deploy additional resources as per the rates specified in the table. Monthly Billing Rate must be submitted online.

Sign and Stamp

Form 8: Performance Bank Guarantee

To,

Secretary,

Department of Information Technology, GNCTD

9th Level, B Wing, Delhi Secretariat

New Delhi

WHEREAS _____ (Name of bidder) has undertaken, Agreement No. _____ dated, _____ 2021 _____ (Description of Services) hereinafter called "the Agreement".

AND WHEREAS it has been stipulated by you in the said Agreement that the agency/firm/company selected shall furnish you with a bank Guarantee by a nationalized bank for the sum specified therein as security for compliance with the performance obligations in accordance with the Agreement.

AND WHEREAS we have agreed to give the agency/firm/company a guarantee: -

THEREFORE WE (Name of the Bank) hereby affirm that we are Guarantors and responsible to you, on behalf of firm (herein after referred to "the Second Party" up to a total of _____ (Amount of the guarantee in Words and Figures) and we hereby absolutely undertake to immediately pay you, upon your first written demand declaring the Second Party to be in default under the Agreement and without cavil or argument, any sum or sums within the limit of _____ as aforesaid, without your needing to prove or to show this grounds or reasons for your demand or the sum specified therein. This guarantee is valid until the _____ day of _____.

This bank Guarantee shall be **irrevocable, unconditional** & shall incorporate in accordance with the laws of India.

We represent that this Bank Guarantee has been established in such form and such content that is fully enforceable in accordance with its terms as against the Guarantor Bank in the manner provided herein.

The Guarantee shall not be affected in any manner by reason of merger, amalgamation, restructuring or any other change in the constitution of the Guarantor Bank.

Date Signature and Seal of Guarantors

Address:

Form –9: Profile of Proposed Team Members (Key Personnel)

Résumés of all the staff proposed to be deployed at DIT shall be attached along with the technical bid as per the format below. The bidder may submit résumés of more than 6 persons and the position on which a person will be deployed to at DIT shall be clearly mentioned on the right hand top corner of the first page of that person's résumé. Each resume must be submitted with the necessary qualification & experience certificates. The details provided should help in ascertaining the eligibility of the candidate vis-à-vis the qualification and experience requirement for that post. Resumes must be recently signed and dated, in blue ink by the respective personnel. Photocopy or unsigned Resumes shall be rejected. The attested photocopies of relevant documents (educational, experience) to be submitted as proof along with Resumes.

Sr. No	Item	Profile of Proposed Team Member			
1	Name				
2	Specify role to be played in the project				
3	Name of Organization				
4	Number of years with the Current Organization				
5	Total Experience (in Years)				
6	Experience in months (Provide details regarding name of organizations worked for, Designation, responsibilities, tenure etc.)				
	Name of Organization	From	To	Designation/ Responsibilities	
6.1					
6.2..					
7	Summarized professional experience (Relevant to the Current Project) in reverse chronological order				
	From	To	Company / Project / Position / Relevant Functional, Technical, and Managerial Experience		
7.1					
7.2					
8	Educational Background, Training / Certification including institutions, % of marks, specialization areas etc.				
	Degree	Year of Award of Degree	University	% of marks	
8.1					
8.2					
9	Candidate's Attestation for the Resume:				
	I am available for full time assignment for the duration and location specified in this RFP at Delhi				
	Signature (in blue ink)			Date (DD/MM/YY)	
10	Bidder's Attestation for the Resume: [All resumes shall be individually attested by the bidder]				

	Place	Signature of Authorized Person
	Date	Designation
	Stamp Name	Name

Annexure-01

FORMAT FOR POWER OF ATTORNEY FOR SIGNING BID

(On a Stamp Paper of Rs. 100/-)

Know all men by these presents, we(Name and address of the registered office) do hereby constitute, appoint and authorize Mr./ Mr..... (name and address of residence) 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 Bid for the Operation & Maintenance of Delhi State Portal and Associated Websites (Tender ID:), including signing and submission of all documents and providing information/responses to Department of IT, GNCTD, representing us in all matters in connection with our bid for the said Project.

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.

Signature

(Name, Title and Address)

I Accept

.....(Signature)

(Name Title and Address of the Attorney)

Annexure-02

(a) Hosting Platform details

Machine Purpose	OS	Configuration	Application Installed
WebServer	RHEL-4-4 (ES)	Intel x-series,01 processor, quad core,3.0 GHz with 16 GB RAM, 2X146 GB HDD,Make and model HP BL460c	IBM HTTP Server
Production Server (Primary)	RHEL-4-4(ES)	Intel x-series, 02-processor dual core,2.66GHz with 4 GB RAM, 2X146 GB HDD,Make and model HP BL460c	Portal and Web Content Management
Production Server (Secondary)	RHEL-4-4(ES)	Intel x-series, 02-processor, dual core,2.66GHz with 4 GB RAM, 2X146 GB HDD,Make and model HP BL460c	Portal and Web Content Management
Authoring Server (Primary)	RHEL-4-4(ES)	Intel x-series,02-processor, dual core,2.66GHz with 4 GB RAM, 2X146 GB HDD,Make and model HP BL460c	Web Content Management Authoring Services
Quicker Server	RHEL-4-4(ES)	Intel x-series,01 processor, quad core,3.0 GHz with 16 GB RAM, 2X146 GB HDD,Make and model HP BL460c	Team Collaboration Services such as Discussion rooms, Blogs
DB2 and LDAP Clustering	RHEL-4-4(ES)	Intel x-series,02-processor, dual core,2.66GHz with 8 GB RAM, 2X146 GB HDD,Make and model HP BL460c	DB2 9.1 and TDS 6.0
DB2 and LDAP Clustering	RHEL-5-1(ES)	Intel x-series,02-processor, dual core,2.66GHz with 8 GB RAM, 2X146 GB HDD,Make and model HP BL460c	DB2 9.1 and TDS 6.0
Same time 7.5	RHEL-4-4(ES)	Intel x-series,01 processor, quad core,3.0 GHz with 16 GB RAM, 2X146 GB HDD,Make and model HP BL460c	Collaboration Services (Web Conferencing)
DB2 for Authoring Server	RHEL-4-4(ES)	Intel x-series,01 processor, quad core,3.0 GHz with 16 GB RAM, 2X146 GB HDD,Make and model HP BL460c	DB2 9.1.0.5 with Fixpack 5

(b) Cloud Server Details

Machine Purpose	OS	Configuration	Application Installed	SAN
Production Edge Server	RHEL-6-5 64-bit	Intel x-series,02 processor, dual core,2.66 GHz with 8 GB RAM, 2X60 GB HDD	IBM Edge Server(WebSphere Application Server Network Deployment 8.5.5.6 on Linux)	

Syndicator Edge Server	RHEL-6-5 64-bit	Intel x-series,02 processor, dual core,2.66 GHz with 8 GB RAM, 2X60 GB HDD	IBM Edge Server	
Production Web Server2	RHEL-6-5 64-bit	Intel x-series,02 processor, dual core,2.66 GHz with 8 GB RAM, 2X60 GB HDD	IBM HTTP Server	/SANWEB=200 GB
Production Web Server1	RHEL-6-5 64-bit	Intel x-series,02 processor, dual core,2.66 GHz with 8 GB RAM, 2X60 GB HDD	IBM HTTP Server	/SANWEB=200 GB
Production Portal Server2	RHEL-6-2 64-bit	Intel x-series,02 processor, dual core,2.66 GHz with 8 GB RAM, 2X60 GB HDD	IBM WebSphere Portal V.8.5	
Production Portal Server1		Intel x-series,02 processor, dual core,2.66 GHz with 8 GB RAM, 2X60 GB HDD	IBM WebSphere Portal V.8.5	
Production Portal Database2	RHEL-6-2 64-bit	Intel x-series,02 processor, Quad core,2.66 GHz with 20 GB RAM, 2X60 GB HDD	IBM DB2 V 10.5	/SANDB=300 GB
Production Portal Database1	RHEL-6-2 64-bit	Intel x-series,02 processor, Quad core,2.66 GHz with 20 GB RAM, 2X60 GB HDD	IBM DB2 V 10.5	/SANDB=300 GB
Authoring Web Server	RHEL-6-2 64-bit	Intel x-series,02 processor, dual core,2.66 GHz with 8 GB RAM, 2X60 GB HDD	IBM HTTP Server	
Authoring Portal Server	RHEL-6-2 64-bit	Intel x-series,02 processor, dual core,2.66 GHz with 8 GB RAM, 2X60 GB HDD	BM WebSphere Portal V8.5	
Authoring Portal Database	RHEL-6-2 64-bit	Intel x-series,02 processor, Quad core,2.66 GHz with 20 GB RAM, 2X60 GB HDD	IBM DB2 V 10.5	/SANDB=500 GB
IBM Connection Database	RHEL-6-2 64-bit	Intel x-series,02 processor, Quad core,2.66 GHz with 8 GB RAM, 2X60 GB HDD	IBM DB2 V 10.5	/SANDB=500 GB
IBM Connection	RHEL-6-2 64-bit	Intel x-series,02 processor, dual core,2.66 GHz with 8 GB RAM, 2X60 GB HDD	IBM Connection V5.0	/SANDB=300 GB

IBM Sametime	RHEL-6-2 64-bit	Intel x-series,02 processor, dual core,2.66 GHz with 8 GB RAM, 2X60 GB HDD	IBM Sametime V8.5	
IBM Sametime Media Server	RHEL-6-2 64-bit	Intel x-series,02 processor, dual core,2.66 GHz with 8 GB RAM, 2X60 GB HDD		/SANDB=300 GB
Primary Ldap Server	RHEL-6-2 64-bit	Intel x-series,02 processor, dual core,2.66 GHz with 8 GB RAM, 2X60 GB HDD	BM Tivoli Directory Server	
Secondary Ldap Server	RHEL-6-2 64-bit	Intel x-series,02 processor, dual core,2.66 GHz with 8 GB RAM, 2X60 GB HDD	BM Tivoli Directory Server	

(c) DR Site details

Machine Purpose	OS	Configuration	Application Installed	SAN
Web	RHEL-6-2 64-bit	Intel x-series,02 processor, quad core,2.13 GHz with 48 GB RAM, 2X300 GB HDD	IBM HTTP Server	/SANDB=150GB
Production Portal Server	RHEL-6-2 64-bit	Intel x-series,02 processor, quad core,2.13 GHz with 48 GB RAM, 2X300 GB HDD	IBM WebSphere Portal server v 8.0.0.1 with CF-9 IBM Web Content Management	/SANDB=NO
Production Portal Database	RHEL-6-2 64-bit	Intel x-series,02 processor, quad core,2.13 GHz with 48 GB RAM, 2X300 GB HDD	db2 9.7.0.4	/SANDB=200 GB
Authoring Portal Server	RHEL-6-2 64-bit	Intel x-series,02 processor, quad core,2.13 GHz with 48 GB RAM, 2X300 GB HDD	IBM WebSphere Portal server v 8.0.0.1 with CF-7 IBM Web Content Management IBM HTTP Server 8.0	/SANDB=NO
Authoring Database Server	RHEL-6-2 64-bit	Intel x-series,02 processor, quad core,2.13 GHz with 48 GB RAM, 2X300 GB HDD	db2 9.7.0.4	/SANDB=500 GB
Directory Server	RHEL-6-2 64-bit	Intel x-series,02 processor, quad core,2.13 GHz with 48 GB RAM, 2X300 GB HDD	Tivoli Directory Server v 6.3 db2 9.7.0.4	/SANDB=50GB

Sametime Server	RHEL-6-2 64-bit	Intel x-series,02 processor, quad core,2.13 GHz with 48 GB RAM, 2X300 GB HDD	DOMINO Server Sametime server	
Connection	RHEL-6-2 64-bit	Intel x-series,02 processor, quad core,2.13 GHz with 48 GB RAM, 2X300 GB HDD	IBM WebSphere Portal server IBM WebSphere Application Server IBM HTTP Server IBM Connection v 4.0	/SANDB=NO
Connection DB	RHEL-6-2 64-bit	Intel x-series,02 processor, quad core,2.13 GHz with 48 GB RAM, 2X300 GB HDD	db2 9.7.0.4	/SANDB=100

The existing licenses procured by DIT GNCTD as are as under:- BM WEB CONTENT MANAGER PROCESSOR VALUE UNIT (PVU) LICENSE + SW SUBSCRIPTION & SUPPORT for 12 MONTHS - 700 IBM WEBSHERE PORTAL SERVER PROCESSOR VALUE UNIT (PVU) LICENSE + SW SUBSCRIPTION & SUPPORT for 12 MONTHS - 560 IBM CONNECTIONS AUTHORIZED USER LICENSE + SW SUBSCRIPTION & SUPPORT for 12 MONTHS -50

Annexure-03 – Tentative List of Web sites

S.No.	LIST of Websites
1	Chacha Nehru Bal Chikitsalaya
2	District Administration (Revenue)
3	Election (Chief Electoral Office)
4	Excise
5	Food and Supplies
6	Higher Education
7	Industries
8	Labour
9	LN Hospital
10	Principal Accounts Office
11	Public Grievances Commission
12	Public Works Department(PWD)
13	Registrar Cooperative Society
14	Social Welfare / Rehabilitation Services
15	Trade and Taxes
16	Transport
17	Administrative Reforms
18	Information Technology
19	Directorate of Health Services(DHS)
20	Delhi Transco Ltd
21	Lokayukta
22	Directorate of Agricultural Marketing
23	Directorate of Economics And Statistics
24	Delhi Fire Services
25	Prevention of Food Adultration (PFA)
26	Home Guard & Civil Defence
27	Ambedkar Institute of Technology
28	Central Jail
29	College of Arts
30	Delhi Commission for Women
31	Delhi Electricity Regulatory Commission
32	Delhi Financial Corporation(DFC)
33	IHBAS
34	Delhi Kalyan Samiti
35	Delhi Khadi Village Industries Board(DKVIB)
36	NCC
37	OBC Commission
38	Chit Fund
39	Conservator of Forest
40	Audit
41	Education
42	Art, Culture and Language
43	Union Territory Civil Services (UTCS)
44	Development
45	Directorate of Small Savings
46	District & Session Judge Office
47	Delhi State Civil Supplies corporation limited (DSCSC)

48	Training & Technical Education
49	Law and Justice and Legislative Affairs
50	Welfare of SC/ST
51	Vigilance
52	Delhi Pollution Control Committee
53	Finance
54	Delhi State Election Commission
55	Weights & Measures
56	Planning
57	Irrigation and Flood Control(I&FC)
58	Land and Building
59	Services
60	Delhi Labour Welfare Board
61	Delhi Legislative Assembly
62	Delhi Minority Commission
63	Delhi Pharmacy Council
64	Delhi Subordinate Services Selection Board (DSSSB)
65	Delhi Transport Corporation(DTC)
66	Environment
67	Delhi Jal Board(DJB)
68	Deputy Commissioner(Central)
69	Deputy Commissioner(East)
70	Deputy Commissioner(New Delhi)
71	Deputy Commissioner(North East)
72	Deputy Commissioner(North West)
73	Deputy Commissioner(North)
74	Deputy Commissioner(South West)
75	Deputy Commissioner(South)
76	Deputy Commissioner(West)
77	Disaster management
78	Information and Publicity
79	Homeopathy
80	Urban Development
81	Rajya Sainik Board
82	Directorate of Grudwara Elections
83	Delhi Aids Control Society
84	Shahjahanabad Redevelopment Corporation (SRDC)
85	Delhi Parks And Gardens Society
86	Rao Tula Ram Memorial Hospital(RTRMH)
87	Mission Con
88	Home Department
89	Directorate of Employment
90	Delhi Consumer's Co-operative Wholesale Store
91	Delhi Health State Mission
92	Office of the Commissioner for Persons with Disabilities
93	Delhi Government Employees Welfare Association
94	Sushrut Trauma Center
95	Guru Teg Bahadur Hospital
96	Delhi Tourism

97	Aruna Asaf Ali Hospital
98	Dada Dev Hospital
99	Dr.Baba Shahab Ambedkar Hospetal
100	Department of Women and Child Development
101	Drug Department
102	Power Department
103	Delhi Building and Other Construction Worker Welfare Board
104	Directorate of Family Welfare
105	Geospatial Delhi Ltd.
106	Delhi Urban Shelter Improvement Board
107	Directorate of Prosecution
108	Bhai Parmanand Institute of Business Studies
109	Guru Nanak Eye Centre
110	Fourth Delhi Finance Commission
111	Delhi Dispute Resolution Society
112	State Conucil Of educational Research And Training
113	Ch. Brahma Prakash Ayurvedic Charak Sansthan
114	General Administrative Department
115	Delhi Scheduled Caste Finance and Development Corporation Limited
116	G.B Pant Engg Collage, Okhla Phase-III, Delhi-110020
117	DrB.R.Sur Homoeopathic Medical College Hospital& Research Centre
118	Delhi Commission for safai karamcharis
119	Guru Gobind Singh Govt. Hospital
120	ADJUDICATING AUTHORITY of GNCTD (AAGNCTD)
121	Committee of Experts
122	Delhi Commission for Protection of Child Rights (DCPCR)
123	Centralised Accident & Trauma Services
124	Shahdara
125	South East
126	Civil Defence Corps Delhi
127	Govind Ballabh Pant Hospital
128	Sanskrit Academy
129	Chaudhry Bhrm Prakash Institute
130	Sir CV Raman Industrial Training Institute, Dheerpur (Delhi)
131	ITI Nand Nagari
132	ITI Khichripur
133	ITI Malviya Nagar
134	ITI Pusa
135	ITI Shahdara
136	Govt. ITI, Arab Ki Sarai
137	Govt. ITI, Jahangirpuri
138	Govt. ITI, Jail Road Hari Nagar, Delhi – 110064
139	ITI Gokhle Road Mori Gate, Delhi
140	ITI Siri Fort (W) New Delhi – 110 012
141	ITI Tilak Nagar, New Delhi – 110 018
142	Lala Hans Raj Gupta Industrial Training Institute
143	ITI Veer Savarkar Basic Training Centre Pusa
144	Govt.ITI–for Women Vivek Vihar Delhi
145	Extension Centre 979 Jail Road
146	Ch. Brahm Parkash I.T.I. Jaffarpur

147	Institute of Basic Business Studies(IBBS)
148	Dr. Goshwami Girdhari Lal Shastri Prachya Vidhya Prathisthanam
149	Office of The Financial Commissioner ,Delhi
150	DELHI STATE HAJ COMMITTEE
151	Office of The Deputy Apprenticeship Advisor
152	LG office
153	General Administrative Department
154	Delhi Jal Board(DJB)_new
155	Forensic Science Laboratory
156	Delhi Transport Infrastructure Development Corporation Ltd.
157	Deen Dayal Upadhyay Hospital
158	Sanjay Gandhi Memorial Hospital
159	Acharya Shree Bhikshu Hospital
160	Maharishi Valmiki Hospital
161	Dr.Hedgewar Aarogya Sansthan
162	Maulana Azad Institute of Dental Sciences
163	Energy Efficiency & Renewable Energy Management Centre
163	Election Commission for UT Departments
164	Delhi Dialogue Commission
165	A & U Tibbia College & Hospital
166	Lal Bahadur Shastri Hospital
167	Sardar Vallabh Bha Patel Hospital
168	Hindi Academy
169	Civil Defence
170	Deep Chand Bandhu Hospital
171	Babu Jagjivan Ram Memorial Hospital
172	Mathili-Bhojpuri Academy
173	Dr.N.C.Joshi Memorial Hospital
174	Police Complaints Authority (PCA)
175	ITI Mangolpur
176	Fifth Delhi Finance Commission
177	Aap Ki Dilli
178	THE STATE OF DELHI BILL 2016
179	Examining Body for para-medical Training for Bharatiya Chikitsa, Delhi
180	Directorate of AYUSH (Ayurveda, Unani, Yoga and Naturopathy)

Annexure-04

Draft Agreement Copy

THIS MASTER SERVICE AGREEMENT (“Agreement”) is made on this the <***> day of <***> 20... at <***>, India.

BETWEEN

IT Department, GNCTD having its office at 9B, Delhi Sachivalaya, IP Estate, Delhi, India, 110002 hereinafter referred to as ‘Purchaser’ / ‘Buyer’, which expression shall, unless the context otherwise requires, include its permitted successors and assigns);

AND

<***>, a Company incorporated under the Companies Act, 1956, having its registered office at <***> (hereinafter referred to as ‘the Implementation Agency/IA’ which expression shall, unless the context otherwise requires, include its permitted successors and assigns).

Each of the parties mentioned above are collectively referred to as the ‘Parties’ and individually as a ‘Party’.

WHEREAS:

1. Purchaser is desirous to implement the project – “Operation & Maintenance of Delhi State Portal and Associated Websites” as per RFP(attached at Annexure-X).
2. In furtherance of the same, Purchaser undertook the selection of a suitable Implementation Agency through a competitive bidding process for implementing the Project and in this behalf issued Request for Proposal (RFP) and subsequent Corrigendum/Addendum for Tender IDdated <***> .
3. The successful bidder has been selected as the Implementation Agency to undertake the Project of the Operation & Maintenance of Delhi State Portal and Associated Websites and sustained operations as per Cost received in Financial Bid(attached at Annexure- X)
4. All terms and conditions shall be governed as per RFP and subsequent corrigendum/addendum conditions

NOW THEREFORE, in consideration of the mutual covenants, promises, assurances, representations and provisions set forth herein, the Parties hereto agree all the conditions as prescribed in Request for Proposal (RFP) and subsequent Corrigendum/Addendum for Tender IDdated <***> which is attached as Annexure X

IN WITNESS WHEREOF the Parties have by duly authorized

Representatives set their respective hands and seal on the date first above

Written in the presence of:

WITNESSES:

Signed by:

(Name and designation) **For and on behalf of Purchaser**
(FIRST PARTY)

Signed by:

(Name and designation)

IMPLEMENTATION AGENCY

(SECOND PARTY)

(Name and designation) For and on behalf of Implementation Agency

Signed by: