Department of Information Technology
Government of Goa
2nd Floor, Alcon Construction, Above Alcon Hyundai Showroom,
Porvorim, Bardez, Goa - 403 501, India

No.13 (10)/2009/DOIT/Website-Circulars/ 2- Dated: 10/06/2013

CIRCULAR

The Department of Information Technology (DoIT) acts as a nodal agency for ICT (Information and Communication Technology) activities for the state of Goa. In order to assist the State Government Departments/Corporations and other entities falling within the jurisdiction of the Government of Goa, DoIT has empanelled the following agencies for development, implementation, and maintenance of websites. The details of the empanelled agencies are indicated at Annexure I.

This department has technically qualified these agencies by following codal formalities. These agencies have been empanelled for a period of TWO YEARS. DoIT reserves the right to renew/extend/cancel the empanelment based on the recommendation of the State Government. The details of the roles and responsibilities of the various stakeholders are indicated in Annexure-II. The intending departments are requested to refer the instructions in Annexure-II for information and necessary action.

This circular, including Annexure II to V, and the Expression of Interest document are available on the state portal (www.goa.gov.in).

This circular has been issued with the approval of Honorable Chief Minister vide No. 4789/T; dated 16/05/2013.

(S shri Nilesh B. Fal Dessai)
Director (IT)

To:
1. All Heads of the Departments/ Corporations/Autonomous Bodies

Copy To:
1. P. S. to Secretary (IT), Secretariat, Porvorim.
2. P. S. to All the Secretaries, Secretariat, Porvorim.
3. All the Empanelled Agencies
4. Website Cell, DoIT : For updation on website

Phone Nos.: +91 (832) 2411505 / 2411509
Fax No.: +91 (832) 2411490
Dept of Information Technology
www.goa.gov.in
# Annexure I

<table>
<thead>
<tr>
<th>Sr No</th>
<th>Name of The Empanelled Agency</th>
<th>Address</th>
<th>Phone No and email id</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>CMC Ltd</td>
<td>603, Unitech City Centre, Comtech Services, M. G. Road, Panaji, Goa</td>
<td>9890064111 9325350665 <a href="mailto:Nitin.phukane@cmcltd.com">Nitin.phukane@cmcltd.com</a></td>
</tr>
<tr>
<td>2</td>
<td>Virtual Web</td>
<td>Benlix Bldg, ML Furtado Road, Margao, Goa, 403601</td>
<td>0832-2703148 9822122551 <a href="mailto:virtualw@virtualw.com">virtualw@virtualw.com</a></td>
</tr>
<tr>
<td>3</td>
<td>Infotech Corporation of Goa Ltd.</td>
<td>Above Alcon Hyundai Showroom, 3rd Floor, NH 17, Porvorim, Goa, 403501</td>
<td>0832-2416024 0832-2415192 <a href="mailto:umakant.naik@nic.in">umakant.naik@nic.in</a></td>
</tr>
<tr>
<td>4</td>
<td>YSM Media Labs Pvt. Ltd.</td>
<td>0 14, Shiram Chambers, Pajifond, Margao, Goa</td>
<td>0832 2735799 9822584358 <a href="mailto:info@ysmlabs.com">info@ysmlabs.com</a></td>
</tr>
<tr>
<td>5</td>
<td>Team Inertia</td>
<td>7th Floor, Navelkar Arcade, Atmaram Borker Road, Panaji - Goa 403001</td>
<td>0832 2426447 <a href="mailto:contactus@teaminertia.com">contactus@teaminertia.com</a></td>
</tr>
<tr>
<td>6</td>
<td>Demerg Systems</td>
<td>Alfran Plaza, C-Block, S-43/44, Near Don Bosco High School, Panaji, Goa 403001</td>
<td>0832-2420797 9049362701 <a href="mailto:info@demergsystems.com">info@demergsystems.com</a></td>
</tr>
</tbody>
</table>
Annexure-II

Roles and Responsibilities of the Empanelled Agency for Website Development

i. The Empanelled Agency is bound by the terms/ conditions/ and guidelines specified in the Expression of Interest document signed by them.

ii. The Empanelled Agency shall come up with the scope of work in consultation with the department in format specified at Appendix IV. No development should be started until the scope of work is defined and agreed upon.

iii. Empanelled Agency identified by Concerned Department shall take up the website creation work as per the requirements specified by the Concerned Department.

iv. A deviation of 10% from the initial estimate of pages/ pictures/ content, should be acceptable to the Empanelled Agency free of additional charge.

v. More than 10% deviation from the initially agreed upon scope of work will require written consent from the department. No additional payment will be due to the Empanelled Agency unless a written consent is presented for such a deviation. The written consent should agree upon the additional amount that will be paid to the Empanelled Agency, and the additional work that will be done in return.

vi. Identified Empanelled Agency shall prepare a mockup of the website design & take user acceptance.

Technical Specifications to be followed by Empanelled Agencies

- Technical specification guidelines specified in the Expression of Interest document should be followed.
- CERT-IN issues guidance from time to time to prevent security holes in the architecture of Indian websites. Empanelled Agencies should refer to the knowledgebase provided by CERT-IN (http://www.cert-in.org.in) to prevent websites from being compromised.
• Metadata and Data Standards are available at http://egovstandards.gov.in. The same may be followed where applicable.
• The Government of Goa may issue additional guidelines as required and the same will need to be followed.

Procedure for Website Deployment at Goa State Data Center

Step 1: Submission of Registration Form [Annexure III] for website by concerned Department to DOIT.

Step 2: The Data Center Operation (DCO) Team will design and plan for deployment and the same will be reported to DOIT.

Step 3: Provision of any additional IT Infrastructure (if required), the concerned Department will have to make necessary arrangement.

Step 4: The Data Center Operation Team will install and configure the Hardware & Software as per requirement of Website.

Step 5: The Website will be deployed on the Staging Server by the Empanelled Agency (while deploying the screen shots of each step should be taken for documentation purpose).

Step 6: Preparation of Reports by the Website Agency which includes following sections:

Section 1: Installation Report (deployed on Staging Server) with the screen shots and brief description.

Section 2: Database details (database name, tables, user name and password, data size). Anticipated database size in 1 year.

Section 3: If any ports need to be opened between DMZ and MZ also mentioned the same in the report.

Section 4: Any issues and problems faced during installation and efforts made in removal of the same, any comments.
Step 7: The concerned department is responsible for Conducting Security Audit of Website on the Staging Server by the Cert-In Empanelled Information Security Auditing Organizations.

Step 8: The Empanelled Agency is responsible for clearing any audit objections at their own expense.

Step 9: On successful clearance of Security Audit, the Website will be deployed on the Production Server by the website vendor and DCO Team and detailed report will be sent to DOIT.

Audit

CERT-IN (http://www.cert-in.org.in) has empanelled a number of agencies to conduct the security audit of Websites/Applications.

Each Website / application must undergo a security audit from agencies empanelled with CERT-IN and clear the same, prior to hosting at the State Data Centre.

Roles and Responsibilities of the Concerned Department / Corporations for Website Development

i. The department will approach the Empanelled Agencies and obtain a defined scope of work in format specified at Appendix IV. The department may ask the Empanelled Agency to revise their initial scope of work to match the scope provided by another agency. Scope of Work should be clearly agreed upon before awarding work to any Empanelled Agency.

ii. More than 10% deviation from the initially agreed upon scope of work will require written consent from the department. No additional payment will be due to the Empanelled Agency unless a written consent is presented for such a deviation. The written consent should
agree upon the additional amount that will be paid to the Empanelled Agency, and the additional work that will be done in return.

iii. If Empanelled Agencies are found to be misleading the department in terms of the scope of work, the matter should be reported to the Department of Information Technology.

iv. On the basis of projects to be undertaken, concerned department shall take the Commercial bids/quotes in sealed envelope from the empanelled agencies depending upon the scope of work of the project.

v. On the basis of the quoted rates work shall be allotted to the lowest bidder by the concerned department.

vi. The detailed terms and conditions shall be worked out at the time of allotment and terms and conditions may vary as per the requirements of the project.

vii. A competent authority in the concerned department will decide the final award of the contract.

viii. The concerned department will supervise and support the Agency in execution of the work.

ix. Payments to the Empanelled Agency will be released by the concerned department.

x. The Empanelled Agencies shall raise the bills/invoices as per agreed terms and conditions to concerned department. The concerned department will make the payment to the Empanelled Agency as per agreed terms and conditions.

xi. If any hardware/networking setup is required for execution of scope of work and implementation at client’s location then the same will be created by the concerned department.

xii. The concerned department will directly monitor the execution of the work of the selected agency and will issue sign-offs at various levels of project execution.

xiii. On successful completion of Creation of website by agency, the concerned Department will report the same to DoIT.

xiv. The website designed & developed for concerned Department shall be the property of the Department/ Government of Goa. The Empanelled
Agency shall supply the source code along with all manuals/documentation to the concerned department.

xv. Concerned department has to update the website from time to time and submit a monthly website updation report at [www.doit.goa.gov.in].

**Role and Responsibilities of the Department of Information Technology (DoIT)**

i. DoIT will issue NOC to the Departments for creation of departmental website on request.

ii. After successful completion of creation of the departmental website by the agency, DoIT will host the website at State Data Centre.

iii. DoIT will maintain the monthly Website Updation Reports submitted by the Departments.
## Annexure III

### Registration Form

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Type of Application</td>
<td>□ Department Website □ Department Application</td>
</tr>
<tr>
<td>2.</td>
<td>Title of the Web Site / Application</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Name of the Department / Organization</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Hosting Platform</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Interactive Components</td>
<td>□ ASP □ ASP 1.1 □ ASP 2.0 □ JSP □ None □ Any Other ……………………………</td>
</tr>
<tr>
<td>6.</td>
<td>Database support needed</td>
<td>□ Yes □ No</td>
</tr>
<tr>
<td></td>
<td>If yes, Name of DBMS</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Site developed by:(Agency/ Organization)</td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Size of the Site / Application: (in MB)</td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>Size of the Database: (in MB)</td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td>Site is Presently temporarily located at</td>
<td>http://</td>
</tr>
<tr>
<td>11.</td>
<td>Main /Opening File</td>
<td>Welcome / login page …………………</td>
</tr>
<tr>
<td>12.</td>
<td>Announcement Date</td>
<td></td>
</tr>
</tbody>
</table>

**Date**          **Signature**
Appendix IV
To be submitted by the Empanelled Agency. This document will ensure that the client and the vendor agree upon the work that needs to get done.

Introduction
This section should briefly describe the project.

Goal
What the project is meant to achieve.
[This is a reflection of what the client has asked of you, and is meant to ensure that both parties agree upon the goal.]
For example: Facilitate easy access to schemes....

Deliverables
Describe all the elements that will be delivered to the client.

- Website
  - Sections?
  - Pages?
  - Interactive components?
  - Custom features requested by client. Such as dynamic map view, flash, etc…
  - Multiple Language support?

- Admin
  - How will the website be administered?
  - How will a user update the site?

- Training, Support and Maintenance
  - In consultation with the concerned department, please describe in clear quantifiable terms, the type of support/ training/ maintenance that will be delivered to the department.
  - The department may ensure that all Empanelled Agencies are asked to deliver the same level of service.
  - The level of service described above must ensure that the website is available, appropriately updated, and the departmental users are trained to operate the same.

Work Description
Describe the work you will do along with a brief explanation as to why it is advisable.
For example: We will deploy and use CMS ... Or we will create 10 static html pages, because the website does not require any dynamic content.

Notes
If the sections above do not cover some important aspect of the project you may explain it in this section.
Annexure V
Commercial Bid

To,
[Authorized person in department]
[Concerned Department Address]

Sub: [Please insert the title of the project]

Total cost of the website described by us in Annexure IV is Rs. ________ only.

Additional content pages will be charged at Rs. ________ only, valid for the next one year.
Additional dynamic pages will be charged at Rs. ________ only, valid for the next one year.

This price is inclusive of all taxes and includes 2 years of support and maintenance.

I, ____ [your name] on behalf of ____ [company name] ______ accept the terms and conditions described in Annexures II through IV of this Circular, and also the terms stated in the corresponding Expression of Interest document.

Yours faithfully,

[Name of Authorized signatory]
[Designation]
[Name of company]
[Apply company seal]
INVITATION FOR EXPRESSION OF INTEREST

EMPANELMENT OF VENDORS FOR DEVELOPMENT AND IMPLEMENTATION
OF GOVERNMENT OF GOA WEBSITES

DEPARTMENT OF INFORMATION TECHNOLOGY

GOVERNMENT OF GOA

Version 4.0 | March 2013
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<th>Abbreviation</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>GoG</td>
<td>Government of Goa</td>
</tr>
<tr>
<td>EOI</td>
<td>Expression of Interest</td>
</tr>
<tr>
<td>DoIT, DOIT</td>
<td>Department of Information Technology</td>
</tr>
<tr>
<td>CERT-IN</td>
<td>Indian Computer Emergency Response Team</td>
</tr>
<tr>
<td>W3C</td>
<td>World Wide Web Consortium</td>
</tr>
<tr>
<td>SAA</td>
<td>Security Audit Agency</td>
</tr>
<tr>
<td>CMS</td>
<td>Content Management System</td>
</tr>
<tr>
<td>CSS</td>
<td>Cascading Style Sheets</td>
</tr>
<tr>
<td>DCO</td>
<td>Data Center Operation</td>
</tr>
</tbody>
</table>
1. Introduction & Background

1.1. Invitation for Expression of Interest

As a nodal agency, the Department of Information Technology (DoIT) is responsible for facilitating development, implementation, monitoring and maintenance of all the Government of Goa websites. In order to assist state government departments/corporations with website design and implementation and to expedite the process of selecting implementation partner by the respective department/corporation, DOIT intends to empanel agencies for the task.

Therefore, Department of Information Technology, invites “Expression of Interest” (Eoi) from established, reputed and experienced agencies for empanelment as vendors for development and implementation of websites for various GoG departments and other entities falling within the jurisdiction of the State Government.

1.2. Department of Information Technology, Goa

Department of Information Technology (DoIT) was created with the aim of promoting and developing the IT industry in Goa, to keep pace with a rapidly changing IT landscape. DOIT has been tasked with the creation of a suitable IT program to take the benefits of Information and Communication Technology (ICT) to the masses of Goa.

Objectives of the Department of IT:

1. To serve as an enabler for promotion of Information Technology in Goa.
3. Enable infrastructure development and capacity building for promotion of IT.
4. Establish Goa’s USP as the “Intelligent State”, through promotion of IT in trade, commerce and infotainment.
5. Conceptualize the concept of “Enabling and Empowering” the people, based on the e-Governance Roadmap prepared by this department and serve the citizens and beneficiaries through e-Enabled Services.

2. Statement of Work

2.1. Purpose

Websites are an ideal portal for Government departments to make their services available to the public, therefore, in keeping with directions from Government of India, it is desired that the State Government Departments and other entities falling within the jurisdiction of the State Government, should create and maintain a website. To simplify the process for departments wishing to develop websites, DOIT has chosen to empanel vendors based on their technical capabilities.

2.2. Broad Scope of Work

The scope of work mentioned below is indicative and not exhaustive. The detailed scope of work will be defined by concerned department(s).

Website Development and Implementation

(i) The companies are required to carry out a study of department requirements related to website development

(ii) A brief requirements document should be prepared.

(iii) Designing overall look and feel of the website, and acceptance.

(iv) A standard CMS should be used wherever possible, and supplemented with bespoke pages only where the requirement demands it.
(v) Preparation of complete website, including information, interactive forms, and reports.

(vi) Helping in hosting of website

(vii) Assistance in website audit and removal of audit objections

(viii) Comprehensive Training of Employees to use the new website.

(ix) Operational support for updation etc., if required

(x) Final sign off from respective department.

(xi) Change Management/Change Request.

(xii) Annual Maintenance and Operational support Contract, if required.

2.3. Role of Concerned Department

(i) The concerned department will finalize the detailed scope of work.

(ii) The department will release the RFP with detailed scope of work and invite them for techno-commercial bidding.

(iii) The department will evaluate the bids received from the empanelled agencies and as per evaluation criteria mention in RFP, will select the vendor for the award of contract.

(iv) The department will supervise and support the selected vendor in execution of the work.

(v) Payments to the vendor will be released by the department.

(vi) The vendor shall raise the bills/invoices as per agreed terms and conditions to concerned department. The concerned department will make the payment to the vendor as per agreed terms and conditions.
(vii) If any hardware/networking setup is required for execution of scope of work and implementation at client’s location then the same will be created by the concerned department.

(viii) The concerned department will directly monitor the execution of the work of the selected agency and will issue sign-offs at various levels of project execution.

2.4. Role of Department of Information Technology.

(i) DoIT will play a facilitation role for all the website development projects of Government Departments and other entities of the state falling within the jurisdiction of State Government.

(ii) DoIT will provide support for selection of the vendor from the empanelled agencies through the process as outlined in this document.

3. Procedure for award of work to empanelled agencies

(i) DoIT will empanel the concerns/agencies for Website Development and Implementation.

(ii) The empanelment list along with all the contact details of the empanelled agencies will be available on Department of Information Technology website (www.goa.gov.in) for information of all the state departments.

(iii) The concerned department will approach the empanelled agencies with the scope of work for the project to be undertaken.

(iv) Only the projects with total estimated value less than Rupees Ten Lakhs would be considered for bidding through limited tendering within
empanelled agencies. Contracts for projects with total estimated value greater than Rs. Ten Lakhs will be awarded through open tendering.

(v) On the basis of projects to be undertaken concerned department shall take the bids/quotes in sealed envelope from the empanelled Agencies depending upon the scope of work of the project.

(vi) On the basis of the quoted rates the work shall be allotted to the lowest bidder by the concerned department.

(vii) The details terms and conditions shall be worked out at the time of allotment and terms and conditions may vary as per requirement of the project.

(viii) A competent authority in the concerned department will decide the final award of the contract.

4. Empanelment Period

Based on the EOI s, the technically qualified firms/agencies will be empanelled for a period/tenure of TWO YEARS. Department of IT reserves the right to renew/extend/cancel the empanelment based on State Government requirements.

5. Intellectual Property Rights

The website designed & developed for any Department shall be the property of the Department/ Government of Goa. The vendor shall supply the source code along with all manuals/technical manuals to the concerned department.
6. Bidding Details

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Heading</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Date of Issue of EOI</td>
<td><strong>29-03-2013 to 09-04-2013</strong> to be downloaded from the website.</td>
</tr>
<tr>
<td>2.</td>
<td>Processing Fees (non-refundable) DD</td>
<td>Rs. 2000/- [Payment details provided in section 7 What Should be Submitted?]</td>
</tr>
<tr>
<td>3.</td>
<td>Last Date &amp; Time for submission of bids (on/before)</td>
<td><strong>09-04-2013 at 3.00 pm</strong></td>
</tr>
<tr>
<td>4.</td>
<td>Date &amp; Time for bid opening</td>
<td><strong>09-04-2013 at 3.15 pm</strong></td>
</tr>
<tr>
<td>5.</td>
<td>Late Bids</td>
<td>Any bid received after the time and date for receipt of bids prescribed in this document will be rejected.</td>
</tr>
<tr>
<td>6.</td>
<td>Technical presentation</td>
<td>To be communicated separately</td>
</tr>
</tbody>
</table>

7. What should be submitted?

Bidder is expected to examine all instructions, forms, terms, and requirements in the bid document. Failure to furnish all information required by the bid document or submit a Bid not substantially responsive to the bid document in every respect may result in the rejection of the Bid.

Proposals should be submitted in hard bound form with all pages numbered, and should include the following.

- **The first page** of your EOI proposal should be the checklist at Annexure II, duly filled in.
- **The second page** of the bid will be a duly completed copy of Annexure III. This sheet should be filled by the bidder to indicate the points expected in
Technical Bid, along with documented proof for those points. [Note: This sheet is only designed to pair grading criteria with documentary evidence and is not binding on the final points awarded to the bidders.]

- **The third page** should be an **Index** giving **page wise** information of **all documents** included in the bid.

- All Documentary proof supporting the eligibility of the concern for the empanelment should be included.

- Bidder is required to provide details of key projects executed/under execution that prove the bidder’s ability to implement the `desired scope of work. Bidder needs to provide documentary evidence in the form of copy of work orders and completion certificates from the client to support its claim. The projects should be duly paired up with their respective documentary proof in Annexure II and Annexure III.

- Understanding of Scope of Work.

- Proposed Project Implementation Approach.

- Non-Refundable processing fees of Rs. 2000/- should be submitted in the form of a DD drawn on any nationalized bank, in favor of: **Director, Department of Information Technology**. Payable (at par) at Panaji.

**All EOIIs must be placed in a Sealed Cover super scribed with the words “Expression of Interest”. The DD should be included with the EOI in the sealed cover.**
8. Evaluation of EOIs

- All projects/points claimed should be duly paired up with their respective documentary proof in Annexure II and Annexure III. If the project is not appropriately listed in the checklists you will not receive any credit for the same.

- DoIT will evaluate the bids based on the bid responsiveness and technical presentations. The EOI document will carry 70% of the total score, while the presentations will account for 30%.

- DoIT may conduct clarification meetings with each or any bidders’ presentation.

- Eligible agencies have to give presentations about their company, experience, manpower available, implementation approach etc. Agencies will need to demonstrate live all the websites they have claimed to create.

- Bidders scoring 60% and above will be considered for empanelment.

- DoIT reserves the right to accept or reject the EOI submitted. The decision shall be final and binding on all the agencies applying for the empanelment.

- DoIT reserves the right to amend the evaluation criteria at any time.

- No further discussion/interface will be held with the bidder whose response has been technically disqualified / rejected.

9. Technical Requirements

The Technical Requirements should be as per Annexure I
10. **General Terms & Conditions**

1. The information contained within this EOI is both proprietary and confidential to the Department of Information Technology. Agency shall not duplicate or distribute this EOI document to any individual or company, unless said individual or company is directly involved in the completion of Agencies response.

2. Agency shall perform the services and carry out its obligations under the contract with due diligence and efficiency, in accordance with generally accepted techniques and practices used in the industry and with professional engineering and training/consulting standard recognized by national/international professional bodies and shall observe sound management practice.

3. The expected completion of the Website Design and Development (as per the detailed scope of work given by the concerned department) shall be 8-weeks from the day of award of work, unless otherwise specified by the concerned department.

4. In case the empanelled agency fails to complete the said website design and development within the expected specified time limit, a penalty shall be imposed on the agency at the rate of 0.15% of total cost (excluding sales tax) per working day delay after the due date and the same shall be deducted from the agencies’ bill/invoice/payments.

5. The developed website should undergo the Security Audit through SAA empanelled with CERT-IN website http://www.cert-in.org.in/. The Security Audit will be taken up by the concerned department. Website
Agency needs to address any issues raised by the SAA and successfully carry out the modifications necessary to meet the Security Audit Compliance without any additional cost to the concerned department. Also Website Quality Certification through STQC needs to be carried out and complied without any additional cost to the concerned department.

6. The Agency shall provide free Support and Maintenance for 2 years after acceptance of the website by the Department.

Annexure-I:

**Technical Specifications for GoG Websites:**

This document recommends technical specifications for Goa Government websites for guidance towards development of sharable, accessible departmental services. The Specifications aim to assist the departments in ensuring that their websites conform to a consistently high standard.

- Use of Open Standard based technologies for the development of Websites is important to interoperability and accessibility of Websites.

- Content Management Systems (CMS) allow non-technical users to manage the content of their own websites without the intervention of a programmer. Using a CMS will allow the department to keep their website current and interactive. Additionally, since the CMS is a standard program, security holes and bugs are addressed on a regular basis, which can be beneficial to the department website. All department websites should make use of a standard CMS unless the particular requirement demands a custom made website.
• The Website design should follow the guidelines mentioned by Government of India at [http://web.guidelines.gov.in](http://web.guidelines.gov.in). Departments may also refer to the World Wide Web Consortium (W3C) guidelines for additional information.

*Feedback and Suggestions*

Feedback and suggestions on the Specifications are welcome.

**Address for correspondence:**

Department of Information Technology,
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Above Alcon Hyundai Showroom,
Porvorim, Bardez, Goa – 403521

Phone No: +91 (832) 2411505 / 2411509
Fax No: +91 (832) 2411490
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Website: [www.goa.gov.in](http://www.goa.gov.in)

*Development*

Use of open standard based tools and technologies for the development of websites, Software as well as content is very important to interoperability and accessibility of websites. Worldwide web Consortium (W3C) is an international body working towards defining standards in web technologies and formats for publishing contents on the web.

1. Goa Government websites should validate to following technologies for published grammars:
• HTML 4.01
• XHTML 1.0
• XML 1.0

2. The Department must develop the website using Content Management Systems (CMS) which allow documents to be organized systematically and in an efficient manner. Security guidelines within the areas of a CMS allow flexibility and secure handling of confidential data. In order to standardize the Web development, the following technologies are proposed:
   • Linux Platform
     ✓ PHP 5 or higher version
     ✓ My SQL 4.0.20 or higher version as database
     (Open source CMS - Drupal/Joomla are made available at State Data Center and the departments may make use of the same.)
   • Windows Platform
     ✓ ASP, ASP.NET 2.0 or higher
     ✓ MS SQL server, Oracle 10g as database

3. Websites must use CSS as much as possible to control layouts/styles.

4. Server side scripting languages should be preferred over client side since client side scripting may face browser compatibility issues, or suffer from the scripting being turned off.

5. All open Forms like registration or feedback should use some technology like CAPTCHA to discourage misuse.

6. Database connection entries should be appropriately protected using encryption or restrictive permissions on the files containing them.
7. The Passwords in the database should be stored with salted MD5 encryption, or better. All Admin pages should have proper Session Management.

8. The website should be browser Independent.

9. Government websites shall have lot of information in the form of documents such as Acts, Rules, Schemes, Gazettes, Forms, Circulars, and Notifications. Accessibility and usability of these documents by all citizens is as important as that of the entire website. Departments must either use HTML format or any other format that makes the document accessible.

10. Websites should be validated and tested with automatic tools and human review.

11. Department must formulate a security policy to address various security issues and identify sensitive data that needs to be specially protected.
Annexure-II

*Eligibility Check-list*

Please fill out this contact information.

<table>
<thead>
<tr>
<th>Agency Name</th>
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<table>
<thead>
<tr>
<th>Email</th>
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<table>
<thead>
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<th>Phone</th>
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<table>
<thead>
<tr>
<th>Mailing Address of office in Goa</th>
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In order to be eligible to apply, the answer to all these questions should be a YES. BLANK entries are not allowed and will lead to rejection.

<table>
<thead>
<tr>
<th>No</th>
<th>Minimum Criteria</th>
<th>Criteria Met</th>
<th>Proof provided on Page Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Agency should be in Website Development business for at least 3 years.</td>
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<tr>
<td>2</td>
<td>Agency must have successfully implemented minimum of 3 similar projects involving development, implementation and maintenance of websites. <em>(Work Orders and Completion Certificates will be regarded as appropriate proof)</em></td>
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<td>3</td>
<td>The Agency should have an office in Goa. <em>(Provide Attested copies showing the legal status, place of registration, and prime place of business of the firm)</em></td>
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<td>4</td>
<td>The Agency must be registered with any competent Government Authority.</td>
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<td>5</td>
<td>The bidder is a single entity. <em>(No consortium or joint bid is permitted)</em></td>
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<td>6</td>
<td>Acceptance of Terms and Conditions mentioned in the document</td>
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<tr>
<td>7</td>
<td>Bid is Duly Signed</td>
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<td>8</td>
<td>DD for Rs. 2000/- included with bid</td>
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Annexure III

**Technical Bid**

Fill in this sheet to indicate the points you deserve. Supply the page numbers of appropriate proof supporting your claim.

<table>
<thead>
<tr>
<th>No</th>
<th>Technical Bid Scoring Criteria (70% of total score)</th>
<th>Points requested</th>
<th>Proof provided on Page Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Experience in Website Projects (<em>Work Orders and Completion Certificates will be regarded as appropriate proof</em>)</td>
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<tr>
<td></td>
<td>5 Projects and More — 50</td>
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<td>4 Projects — 40</td>
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<td>3 Projects — 30</td>
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<td>2</td>
<td>Experience on CMS based Projects (<em>Work Orders and Completion Certificates will be regarded as appropriate proof</em>)</td>
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<td>3 Projects and More — 30</td>
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<tr>
<td></td>
<td>2 Projects — 20</td>
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<td>3</td>
<td>Any Website project certified by CERT-IN empanelled by Security Audit Agency(SAA)</td>
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<td>10</td>
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<td>4</td>
<td>Suitable Qualified technical resource to deploy for project (<em>CV’s to be attached</em>)</td>
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<td></td>
<td>More than 4 — 10</td>
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**TOTAL**