Government of Gujarat
Science & Technology Department
G. R. No.: WEB/2006/1178/IT (Part File)
Sachivalaya, Gandhinagar
Dated: 16th July 2015

Read: Government Resolution No. : WEB-2006-1178-IT of Science & Technology Department dated 19.09.2007

Introduction:-

The World Wide Web (WWW) has fundamentally changed the way organizations communicate, respond, do business, take decisions and in short, the way they function. The Website has become a de-facto public interface of an organization for sharing organizational details, showcasing its products and services and doing business. Thus, the Website helps an organization by providing a world-wide platform to achieve the business goals with consistent growth.

With Government spearheading sustainable development and inclusive growth of the society, a Website has become mission-critical requirement of each and every Government organization. In order to effectively achieve the desired strategic objectives and leveraging latest web technology, the Website requires regular monitoring, evaluation and updation from time-to-time with focused attention of the organization.

The Government has earlier issued GR referred above which is currently in use for Website Development and Maintenance. In order to enlist greater participation in web development process and increasing the choice of fresh ideas and inputs, a need has been felt to revisit the existing Website Development and Maintenance Guidelines.

After careful consideration and in view of the facts mentioned above in supersession of the earlier GR referred above, the State Government is pleased to formulate the following guidelines for Website Design, Development, Technical Standards, Maintenance, Regular updation and Periodic Security Audit.

RESOLUTION:-

1. **Objectives**

    The guidelines aims to:

    1.1. Improve content by way of accuracy, relevance, accessibility and applicability;

    1.2. Deliver reliable and trusted information and services to its users and citizens;

    1.3. Reduce duplication of Website content, Website management and maintenance efforts;

    1.4. Enforce regular content updation and authentication;

    1.5. Promote Localization and Standardization;

    1.6. Enforce stringent Security measures;

    1.7. Use innovative technology to make the web more user-friendly; and

    1.8. Enhance stakeholders participation including citizens.

2. These guidelines will be applicable to all Government Departments/HoDs/Boards/Corporations/Societies (hereinafter referred to as organization) for Websites.

3. **IMPLEMENTATION GUIDELINES**

    All Organizations shall strictly and scrupulously adhere to the following points:

    3.1. All Organizations shall use the Government Domain i.e. XXX.gujarat.gov.in. Also, if there is need for more than one domain name for the same Organization, it can be fulfilled by using prefix with main domain name i.e. 'xxx.agri.gujarat.gov.in'. However, it may be avoided to the extent possible. The organization has to fill up a form for obtaining domain name and hosting the Website in the Gujarat State Data Centre (hereinafter referred to as GSDC). The form is available on Website-www.gswan.gov.in

    3.2. Each organization shall ensure that the Content, Design, Development & Technical Standards of the guidelines of Indian Government Websites issued by NIC (Reference URL: http://web.guidelines.gov.in/) including W3C and WCAG 2.0 (Web Content Accessibility Guideline 2.0) are duly complied with. During the O&M phase, if any standard undergoes updation or change, the developer will have to incorporate necessary changes in design, architecture of website to keep it always compliant with the Government of India/ Government of Gujarat notified standards.

    3.3. The Website Developer may strive to use Open Source Software to design Websites. The use of Open Source Software should be as per the Framework on

Open Source Software issued by Govt. of India (https://egovstandards.gov.in/sites/default/files/Published%20Documents/Framework_on_OSS_in_eGov_0.pdf).

3.4. Websites shall be bilingual (Gujarati and English). In case the current Website is not bilingual, the respective organization shall take necessary steps to render it bilingual within six months from issue of these guidelines.

3.5. The department should clearly specify scope of work, in terms of deliverables to the extent possible. Provision for Social Media integration, RSS feeds, user engagement & feedback form, etc. as light modules should be part of website. However, department related application which requires application design, design of web service, backend database management on regular basis, should be done through a separate process in accordance with DST GR No.TSP-2004-808-DST dated 30th July 2004 and not under the provisions of current GR for Designing, Development, Updation and Maintenance of the Websites of Government of Gujarat.

3.6. Websites should have Responsive Web Design (RWD).

3.7. Websites should be regularly monitored and assessed to ensure content authentication and updation.

3.8. Organizations should explore opportunities for collaboration with other organizations to deliver complete and convenient view of the information and services to citizens and stake holders. The Organization should provide link to the Common Services Delivery Portal of the State on their websites.

3.9. Organization shall appoint Nodal officer. The responsibilities of Nodal officer is mentioned in Clause no. 8.

3.10. The Website Developer should be responsible for ensuring that all the Software, Plugins, Scripts etc., used for the development of the Websites are updated with the latest patches and are free of any known vulnerabilities. The updation of patches should be carried out within 15 days from the date of announcement of the patch by OEM (in case of High Critical Vulnerabilities) and 30 days (in case of other vulnerabilities) in consultation with composite team of GSDC.

3.11. It is mandatory for all Websites hosted at GSDC to be "https" enabled. All sites hosted at GSDC should be accessed only on "https" mode. Gujarat State Data Centre is having Wildcard SSL certificates and the same can be used in this regard.

4. WEBSITE LIFECYCLE MANAGEMENT

4.1. Organization may select the Website Development agency themselves or Organization may appoint Gujarat Informatics Ltd (hereinafter referred to as GIL) as a consultant for selection of Website Development agency from empanelled Website Development agencies as mentioned in **Annexure A** by inviting limited bids for Development of Website.

4.2. After initial contract period, Organization may appoint GIL for Website maintenance or continue with the existing Website Development agency or select the new Website Development agency from the empanelled list.

5. SELECTION PROCESS

5.1. The Website Developer shall submit at least three prototypes of the proposed Website.

5.2. The evaluation committee of the organization will evaluate the prototype based on the evaluation criteria attached at **Annexure B.**

5.3. Out of 100 marks, Min. 60 marks will be required to qualify for opening of financial bid.

5.4. 50% weightage of technical score and 50% weightage of financial score will be considered for the final evaluation.

6. WEBSITE DEVELOPMENT

6.1. The Design, Development and Technical standards specified in the guidelines of Indian Government Websites issued and updated from time to time by NIC shall be complied with.

6.2. The Website Developer shall ensure all kinds of security provisions including CAPTCHA facility and password protection at server and client side. If there is a provision of user registration then user ID and Pass Word shall be kept in encrypted form.

6.3. The Website Developer shall complete the assigned work in the time limit specified in the work order.

6.4. A single point of contact will be nominated by the Website Developer.

6.5. The Website Developer shall regularly update and maintain the Website as per the request received from Nodal Officer during the warranty period after the Website Go-live.

6.6. The Website Developer shall keep track of the record of updation & maintenance request received from Nodal Officer and action taken report. The report shall be sent to the Organization every month.

6.7. It is the responsibility of the Website Developer to ensure that Standard Programming Practices are adopted while designing the Website. The use of Active X Controls, Flash, Applets, Animations and other heavy Graphics elements etc. should be avoided on the Home Page to minimize page loading times.

7. WEBSITE UPDATION & MAINTENANCE

7.1. The major activities covered are as under:

7.1.1. Regular updation & maintenance based on request from the respective administrative department / HoD and other Offices / Organizations.

7.1.2. Website should be updated at least once in 15 days. If the maintenance agency does not get any intimation about the updation from the respective organization, he has to proactively ask the organization for the same.

7.2. Charges for updation & maintenance of Website is Rs. 5000/- per Website / per month.

7.3. **Procedure for Regular Updation & Maintenance of Website:**

7.3.1. The Nodal Officer should send an email for updation/ modification to the concerned point of contact of maintenance agency.

7.3.2. The selected Website Developer shall carry out the necessary changes/modifications as per the request email, received from Nodal Officer and send the modified version/information for 'Updation', back to the Nodal Officer.

7.3.3. Methodology to be followed for secured updation will be as follows:

7.3.3.1. **Updation through CMS based System:** The Nodal Officer of the organization may directly update the contents on Website through CMS based system, **Or**

7.3.3.2. **Updation through Email:** Nodal Officer of the Organization may send the content for updation through an authorized email from the designated ID on support@gujarat.gov.in at GSDC, **Or**

      7.3.3.3.   **Updation through Physical Visit:** Authorized Official of the department may visit GSDC control room with contents to be updated.

7.4.   **Frequency of automatic SMS and E-mail alerts in case of delay in updation of Website**

7.4.1. In case of delay in updation of Website automatic SMS and E-mail alerts should be generated (only defaulting cases need to be reported) for taking administrative measures and the frequency of the same shall be as follows:

    7.4.1.1.   Fortnightly SMS and E-mail to designated Officer

    7.4.1.2.   Monthly SMS and E-mail to Administrative Head & Secretary (DST)

    7.4.1.3.   Quarterly SMS and E-mail to the Chief Secretary

8. WEBSITE MANAGEMENT

8.1. The Department shall identify and designate an official who will take care of qualitative and quantitative aspects of the contents of the Website on a regular basis. The same may be ensured through the following:

    8.1.1. Regular monitoring of Website Performance, Security and Availability

    8.1.2. Ensuring compliance with policies that may require changes in Website content, architecture and process.

    8.1.3. Periodic security audit of the Website in line with major revisions.

    8.1.4. Analysis of traffic on Website and feedback to the development team.

9. WEBSITE HOSTING

9.1. Hosting in GSDC:

    9.1.1. All organizations should host the Website in GSDC.

    9.1.2. In case of very large disk space requirement, individual organization will bring their server after prior consultation with DST for hosting the same in the GSDC.

    9.1.3. The hosting will be allowed only after submission of security audit clearance certificate from Cert-In Empanelled Security Auditor.

9.2. Hosting outside GSDC:

    9.2.1. In case of indispensable need to host the Website on private server, the organization shall take prior permission from the DST. As a policy, DST insists on hosting websites in GSDC.

9.2.2. The organization shall be responsible for taking security audit clearance certificate from Cert-In Empanelled Security Auditor.

10. WEBSITE PROMOTION

10.1. All the stationery items of the Organization such as letterheads, visiting cards, publicity material such as brochures, pamphlets and documents like annual report etc. must carry the domain name (URL) of the web site.

10.2. The Website URL should be the part of e-mail signature for all the outgoing e-mails from the Organization.

10.3. Regular updates on all relevant contents of the organization related to the stakeholders including citizens, vendors and internal users should be publicized on the Website.

10.4. The content of the Website should be kept user friendly, attractive and informative for maintaining stakeholder's interest for re-visiting the Website.

10.5. Organization may decide to promote the Website through social networking Websites like Facebook, Twitter etc.

10.6. Organization should ensure that the Website Developer uses the best Search Engine Optimization techniques and regular participation mechanism for better visibility.

11. WEBSITE SECURITY AUDIT

11.1. GIL shall ensure security audit of all Websites hosted at GSDC twice in a year through CERT-In empanelled security auditors (URL: www.cert-in.org.in/).

11.2. GIL will also coordinate in conducting security audit of new GoG Websites to be hosted in GSDC as well as hosted outside GSDC on payment basis as under:

11.2.1. CERT-In Empanelled Security Auditor Charges shall be paid as on actual basis

11.2.2. GIL Coordination charges per Website security audit will be Rs. 1000 for Website to be hosted in GSDC and Rs. 5000 for Website to be hosted outside of GSDC.

11.2.3. The Website Developer of the respective Website should be responsible for rectifying the vulnerabilities found during the security audit without any charges.

12. FORMAT FOR FINANCIAL PROPOSAL

Description	Amount (Rs.)
Design, Development, and successful deployment of CMS based Website on user platform including one year warranty support for regular updation & maintenance from the date of Go-live	

13. PERFORMANCE SECURITY:

13.1. A Performance Security (10% of the contract value) shall be submitted by the Website Developer in the prescribed form within 15 days of receiving the work order. The Performance Security will be valid up to the end of warranty period.

14. PENALTY:

14.1. In case of delay in deliverables, a penalty of 0.5% of order value per week would be levied up to maximum of 10% of order value. The organization may decide to cancel the contract including forfeiture of performance security in case the delay is more than three months.

14.2. In case of delay in rectifying the problem/ updation of Website during the contract period, penalty of Rs. 500 per day would be levied upto maximum 10% of order value. The organization may decide to cancel the contract including forfeiture of performance security in case of inordinate delay.

15. SOURCE CODE:

15.1. The source code (published and unpublished) of the Website shall be the sole property of the Organization.

16. REVISION OF LIST OF EMPANELMENT:

16.1. These guidelines shall come into force with effect from the date of issuance of guidelines and shall remain in force for a period of three years or till the declaration of a new or revised guidelines whichever is earlier.

16.2. However, after completion of six months from the date of issue of this policy, DST shall review the active participations and revise the empanelled list accordingly. The idle empanelled Website Development agencies (means those who have not participated in more than 75% inquiries) shall be eliminated. This activity of review will be carried out every six month by DST.
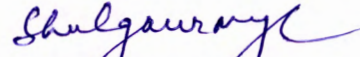
16.3. The decision of DST regarding elimination of idle empanelled Website Development agencies shall be final and binding to Website Development agencies.

17. RESOLUTION OF DISPUTE:

17.1. The Organization shall not go for any arbitration on any dispute and the decision of the Organization/Department of Science & Technology shall be final and binding on the Website Developer/maintenance agency.

These orders are issued with the concurrence of the Finance Department vide its note dated 22.06.2015 on this department's file of even number.

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

(Gaurang Shah)
Joint Secretary to Government,
Science & Technology Department

To,
- The Secretary to the Governorshri of Gujarat, Raj Bhavan, Gandhinagar.
- The Principal Secretary to the Hon'ble Chief Minister.
- The Personal Secretaries to all Hon'ble Ministers.
- The PS to the Hon'ble Leader of Opposition Party in Gujarat Legislative Assembly.
- The Managing Director, Gujarat Informatics Ltd., Gandhinagar.
- The Director of IT and e-Governance, Gujarat Informatics Ltd., Gandhinagar.
- National Informatics Center, Block No: 13/2, New Sachivalaya, Gandhinagar.
- All Secretariat Department.
- The Secretary, Gujarat Vigilance Commission, Gandhinagar.
- The Secretary, Gujarat Public Service Commission, Ahmedabad.
- The Secretary, Gujarat Legislature Secretariat, Gandhinagar.
- The Registrar, Gujarat High Court, Ahmedabad.
- The Secretary, Gujarat Civil Services Tribunal, Gandhinagar.
- The Member Secretary, GPCB, Gandhinagar
- All Heads of Department.
- All Heads of Office.
- All Collectors.
- All District Development Officer's.
- The Accountant General, (A&E), Gujarat, Post Box No.220, Rajkot.
- The Accountant General (A&E), Gujarat, Ahmedabad branch, Ahmedabad.
- The Accountant General (Audit)-1, Gujarat, M.S.Building, Ahmedabad.
- The Director of Accounts & Treasuries, Gandhinagar.
- All Treasury Officer.
- All Pay & Accounts Officers, Ahmedabad/Gandhinagar.
- Resident Audit Officer, Ahmedabad/Gandhinagar.
- Select file, S & T Deptt.

ANNEXURE A: LIST OF EMPANELLED AGENCIES

1. M/s. Aark Infosoft Pvt. Ltd. 4-5, Shetrunjay, Above Central Bank of India, Bhattha Cross Roads, Paldi, Ahmedabad 380007 Email id: kartik@aark.co.in Contact no. (079)-30079004	**2. M/s. Adit Microsys Pvt. Ltd** 502, Shapath 2, Opp. Rajpath club, S.G. Road, Ahmedabad 380015 Email id: satyarth@aditmicrosys.com Contact no. (079)-66613045-6-7
3. M/s. Aeon Software Pvt. Ltd 5/387, M H B Colony, Abhudaya Nagar Cotton Green, Mumbai 400033 Email id:sagar.ambresh@gmail.com Contact no. (022)-65749 443	**4. M/s. Bulwark Systems** 1, Urmi Society, Productivity Road Vadodara Email id: anand@bulwarks.com, arjun@bulwarks.com Contact no. (265)-6542099
5. M/s. CR2 Technologies Ltd. A-701, Safal Profitaire, Corporate Road, Vejalpur, Ahmedabad 380015 Email id: tenders@cr2.co.in Contact no. (079)-40047425	**6. M/s. Cyber Futuristic India Pvt. Ltd** G1-227/228, H1 236-239, Export Promotion Industrial Park (EPIP) Sitapura Industrial Area, Jaipur - 302022 Email id: manu.khajuria@cyfuture.com Contact no. (141)-2770439 / 440
7. M/s. Cybersurf (India) Pvt. Ltd. 3rd floor, J.P. Complex, Opp. C.N. School, Ambawadi, Ahmeabad – 380006 Email id: samir@cybersurfindia.com, chaman@cybersurfindia.com, amish@cybersurfindia.com Contact no. (079)-26402371	**8. M/s. Datatech Computers Pvt. Ltd** 604, Samruddhi Complex, Opp- Sakar-III, Income tax, Ahmedabad 380014 Email id: rakesh@datatech.in Contact no. (079)-27542500
9. M/s. Dev Information Technology Pvt. Ltd 14, Aaryans Corporate Park, Near Shilaj Railway Crossing, Thaltej - Shilaj Road, Thaltej, Ahmedabad - 380059 Email id: jesha.karangiya@devitpl.com, info@devitpl.com Contact no. (079)- 26304241	**10. M/s. DRC Systems** 409, Maurya Atria, Lane Opp. Atithi Dining Hall, Bodakdev, Ahmedabad 380054 Email id: hiten@drcsystems.com Contact no. (079)-67772222
11. M/s. e2logy Software Solutions Pvt. Ltd 309-310,3rd Floor,Iscon Mall, Near Jodhpur Cross Road, Satellite Road, Ahmedabad Email id: sp.agarwal@e2logy.com Contact no. (079)-26767564	**12. M/s. FutureNet Pvt. Ltd** 81, Titanium, Corporate Road, Nr. Prahladnagar Garden, Ahmedabad-380015 Email id: parags@futurenetgroup.com Contact no. (079)-29700400

13. M/s. Intech Creative Services Pvt. Limited 05, Ground Floor, Infocity Tower-1, Infocity, Gandhinagar-382009 Email id: dhiren@ics-global.in Contact no. (079)-40160196	14. M/s. IT Shashtra (India) Pvt. Ltd 3rd floor, Hoshbanoo Mansion, Gokhale Road, Naupada, Thane West 400601 Email id: bharat.jain@itshastra.com (022)-25383086
15. M/s. Microtech IT Systems Pvt. Ltd 402, Parishram, 5/B Rashmi Society, Near Mithakhali Circle, Navrangpura, Ahmedabad-380009 Email id: nalinpatel@yahoo.com Contact no. (079)-26463481	16. M/s. Nascent Info Technologies Pvt. Ltd A-805, Shapath IV, Opp. Karnavati Club, S.G. Highway Road, Ahmedabad- 380051 Email id: nascent.tender@nascentinfo.net Contact no. (079)-40321203
17. M/s. Paramatrix Technologies Pvt. Ltd E-102, First Floor Railway Station Complex, Sanpada, Navi Mumbai, 400705 Email id: mukesh@paramatrix.co.in Contact no. (022)-41518700	18. M/s. Planet E-Com Solutions Pvt. Ltd 3 Inder Enclave Main Rohtak Road New Delhi 110087 Email id: pgupta@planetecomsolutions.com Contact no. (011)-25270871
19. M/s. Rays TechServ Private Limited B-311, Himalaya Arcade, Opp. Vastrapur Lake, Ahmedabad, 380015 Email id: djhaveri@raysindia.com Contact no. (079)-26765056	20. M/s. Saar IT Resources Pvt. Ltd 1604 DLH Park, Opp MTNL, SV Road, Goregaon West, Mumbai -400062, Maharashtra, India Email id: info@saaritresources.in Contact no. (022)-42750150
21. M/s. Silicon Systems 314-314/A, Sahajanand Arcade, Nr Helmet Cross Road, Opp.Memnagar BRTS Bus stop, Memnagar, Ahmedabad-380052 Email id: silicon.smital@gmail.com Contact no. (079)-27914343	22. M/s. Silver Touch Technologies Ltd 2nd Floor, Saffron Tower, Nr. Panchwati Circle, Ambawadi, Ahmedabad – 380006 Email id: info@silvertouch.com Contact no. (079)-26561624
23. M/s. Uneecops Technologies Ltd C-185, Naraina Industrial Area, Phase I, New Delhi Email id: meenu.malhotra@uneecops.com Contact no. (011)-49899906	24. M/s. Xerxes Technology And Services Pvt. Ltd B-193,Falgun Soc, Jodhpur Road, Satellite, Ahmedabad – 380015 Email id: virbhadra.chauhan@gmail.com Contact no. (079)-26920811

ANNEXURE B: PRESENTATION EVALUATION CRITERIA

Sr No.	Criteria	Points
A	**General**	
1	Whether Contents are categorized properly?	10
2	Whether Contents address target audience?	10
3	Aesthetics impact & user friendliness	10
4	Ease of Navigation within Website	10
5	Color scheme flexibility, balance, image proportion	10
6	Level of understanding of the organizational functions	10
7	Focus on citizen centric services	10
B	**Technical**	
1	Integration with Backend Database	5
2	Language Selection Facility	5
3	Remote User/Site Management	10
4	Standard used for integration/ data exchange (XML, Web services etc)	10
	Total	100