

### 3. Scope of Work (Comprehensive)

The AMC will cover the websites of PRH&RD, Development Commissioner Offices, 34 District Panchayat Offices, and 265 Taluka Panchayat Websites hosted under their respective District Panchayat domains.

The selected agency shall be responsible for comprehensive Operation, Updation, Security, and Maintenance of all the above websites.

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#### 3.1 Content Management & Updation

- Ensure regular content updates at least once every 15 days.
  - Collect content proactively from departments if not received.
  - Maintain bilingual (Gujarati & English) content with accuracy, accessibility, and relevance.
  - Maintain structured, audience-wise categorized content.
  - Keep a monthly update log and Action Taken Report (ATR) for every site.
  - Provision for Social Media integration, RSS feeds, user engagement & feedback form, etc. as light modules.
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#### 3.2 Website Monitoring, Uptime & Performance

- Ensure 24x7 uptime with HTTPS-enabled access.
- Conduct periodic monitoring of uptime, broken links, page load performance, and navigation ease.
- Ensure website design remains responsive (RWD) for all devices.
- Maintain aesthetics, user-friendliness, color balance, image proportion, and accessibility.
- Promote citizen-centric services and integrate feedback forms, social media links, RSS feeds, etc.

- Ensure websites remain attractive, informative, and user-friendly to maintain citizen engagement.
  - Ensure regular backups are configured and tested.
  - Participate in disaster recovery drills as required.
  - Regularly monitor application logs, system health metrics, and usage analytics.
  - Submit periodic reports (monthly/quarterly) for all AMC-related work done, with comprehensive details.
  - Monitor cloud services or server health if hosting is provided by the vendor.
  - Coordinate with Gujarat State Data Centre (GSDC) or hosting provider for infrastructure issues.
  - Maintain updated technical and user documentation throughout the AMC period.
  - Ensure smooth handover of code, documentation, and credentials if AMC is transferred to another agency.
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### 3.3 Security & Compliance

- Follow DST, MeitY, CERT-In, NIC Guidelines, W3C, WCAG 2.0, and GIGW 3.0 standards.
- Conduct bi-annual security audits by CERT-In empaneled auditors.
- Rectify vulnerabilities within timelines:
  - Critical/High → within 15 days
  - Medium/Low → within 30 days
- Implement secure coding, encryption, authentication, CAPTCHA, and regular patching.
- The selected agency shall be responsible for identifying, fixing, and mitigating all vulnerabilities and security gaps reported in the Security Audit reports conducted by CERT-In–empaneled auditors or any third-party security agencies as directed by the Department.

- Coordinate with GIL/DST for bi-annual CERT-In empaneled Security Audits and rectify vulnerabilities without additional charges.
  - Submit valid Security Audit Compliance Certificates after each audit.
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### 3.4 Integration with Government Digital Infrastructure

- Ensure integration with State and National-level platforms as per Department requirements and GoG/GoI guidelines.
  - Support integration with various APIs, websites, or portals mandated by the Department.
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### 3.5 Adoption of Emerging & DeepTech Solutions (in coordination with GIL)

- Implement advanced technologies such as AI, predictive analytics, and language translation in coordination with Gujarat Informatics Limited (GIL).
  - Provide technical integration support and cooperate with GIL (or its designated partner) for:
    - AI-based chatbots for citizen queries
    - Predictive analytics dashboards
    - Automated content translation using BHASHINI or other approved tools
    - Workflow process automation for content management
  - Ensure interoperability, API compliance, and adherence to standards defined by GIL/DST.
  - Support any new modules or upgrades introduced by GIL during the AMC period without additional cost, unless formally approved by the Department.
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### 3.6 Expansion to Newly Formed Districts and Taluka Panchayats

- If any new District or Taluka Panchayat is formed as per Government of Gujarat guidelines:
    - Extend AMC support, maintenance, and hosting services to the new entities.
    - Execute all tasks within the existing contract scope and with Department approval.
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### 3.7 GIGW 3.0, Accessibility & NeSDA Compliance

- Ensure full GIGW 3.0 compliance and submit certification from an authorized agency.
  - Ensure WCAG 2.0 Level AA accessibility compliance.
  - Align with NeSDA framework for digital service delivery.
  - Submit valid Accessibility Audit Certificates.
  - During the O&M phase, if standards are updated or changed, incorporate necessary modifications in design/architecture to maintain compliance with GoI/GoG standards.
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### 3.8 Technical Standards & Hosting

- Maintain compliance for APIs, Web Services, XML/JSON data formats and data exchange.
  - Support hosting on GSDC and comply with all hosting requirements and standards.
  - Submit Software Bill of Materials (SBOM) listing all frameworks, databases, and components.
  - Ensure no component used is End-of-Life (EOL) or End-of-Support (EOS).
  - Ensure full compliance with the Gujarat State Data Centre (GSDC) guidelines and policies, and complete all required activities within the stipulated timelines as per Government directives.
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### 3.9 Backup & Disaster Recovery

- Ensure daily file and database backups or as per GSDC Policy.
  - Test backup restoration periodically.
  - Participate in GSDC/DST Disaster Recovery drills.
  - Maintain version control for all configurations.
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### 3.10 Reporting, Alerts & Analytics

- Implement automatic alerts SMS/emails for delays in content updation:
    - Fortnightly → Designated Officer
    - Monthly → Administrative Head / Secretary (DST)
    - Quarterly → Chief Secretary
  - Submit monthly analytics reports including traffic, uptime, and engagement metrics.
  - Maintain records of all security incidents, updates, and system health logs.
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### 3.11 Support, Performance & Service Levels

- Provide a dedicated Single Point of Contact (SPOC) for each department/district.
  - Ensure user support for Nodal Officers via email, phone, or physical assistance when required.
  - Maintain an escalation matrix for unresolved issues.
  - Provide skilled manpower for both technical and functional maintenance.
  - Ensure adherence to timelines for updates and issue resolution.
  - In case of delay, apply penalties as per DST guidelines:
    - Rs. 500 per day or 0.5% per week, up to a maximum of 10% of contract value.
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### 3.12 Ownership, Source Code & IPR

- All source code, configurations, content, and digital assets shall be the exclusive property of the Government of Gujarat.
  - Vendor must hand over 100% of source code, documentation, credentials, and SBOM during AMC closure or transfer.
  - No vendor lock-in shall be permitted.
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### 3.13 Exit Management

- Upon termination or expiry of the contract, the vendor shall:
    - Handover all source code, configurations, and documentation.
    - Provide 30 days of transition support.
  - No additional cost shall be levied for transition support during notice period or contract closure.
  - Ensure the system is fully documented and maintainable by any competent third party.
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### 3.14 Deliverables

1. Monthly Update Log & ATR
  2. Bi-annual Security Audit Certificates
  3. GIGW 3.0 & Accessibility Compliance Certificates
  4. Monthly Uptime & Analytics Reports
  5. SBOM and Hosting Documentation
  6. Exit Handover Package
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### 3.15 Penalty

- In case of delay in deliverables, a penalty of 0.5% of order value per week will be levied, up to a maximum of 10% of order value.

- The organization may cancel the contract and forfeit performance security if delay exceeds three months.
  - In case of delay in rectifying problems/updation during the contract period, a penalty of Rs. 500 per day will be levied, up to a maximum of 10% of order value.
  - The organization may cancel the contract and forfeit performance security in case of inordinate delay.
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### Resolution of Dispute

- The Organization shall not engage in arbitration for any dispute.
  - The decision of the Organization / Department of Science & Technology shall be final and binding on the Website Developer/Maintenance Agency.
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### 3.16 Annexure

- List of Websites & Technology Stack  
*(To be attached separately by the Department.)*

## Panchayat Department & 34 District Website List

Sr. No	District Name	Total TP
1	2	3
1	Panchayat Department	<a href="http://www.panchayat.gujarat.gov.in">www.panchayat.gujarat.gov.in</a>
1	DC Office	<a href="http://www.dcoffice.gujarat.gov.in">Http://www.dcoffice.gujarat.gov.in</a>
1	Ahmedabad	<a href="http://www.ahmedabaddp.gujarat.gov.in">www.ahmedabaddp.gujarat.gov.in</a>
2	Amreli	<a href="http://www.amrelidp.gujarat.gov.in">www.amrelidp.gujarat.gov.in</a>
3	Anand	<a href="http://www.ananddp.gujarat.gov.in">www.ananddp.gujarat.gov.in</a>
4	Aravalli	<a href="http://www.aravallidp.gujarat.gov.in">www.aravallidp.gujarat.gov.in</a>
5	Banas Kantha	<a href="http://www.banaskanthadp.gujarat.gov.in">www.banaskanthadp.gujarat.gov.in</a>
6	Bharuch	<a href="http://www.bharuchdp.gujarat.gov.in">www.bharuchdp.gujarat.gov.in</a>
7	Bhavnagar	<a href="http://www.bhavnagar.gujarat.gov.in">www.bhavnagar.gujarat.gov.in</a>
8	Botad	<a href="http://www.botaddp.gujarat.gov.in">www.botaddp.gujarat.gov.in</a>
9	Chhota udepur	<a href="http://www.chhotaudepurdp.gujarat.gov.in">www.chhotaudepurdp.gujarat.gov.in</a>
10	Dahod	<a href="http://www.dahoddp.gujarat.gov.in">www.dahoddp.gujarat.gov.in</a>
11	Dang	<a href="http://www.dangdp.gujarat.gov.in">www.dangdp.gujarat.gov.in</a>
12	Devbhoomi Dwarka	<a href="http://www.devbhoomidwarkadp.gujarat.gov.in">www.devbhoomidwarkadp.gujarat.gov.in</a>
13	Gandhinagar	<a href="http://www.gandhinagardp.gujarat.gov.in">www.gandhinagardp.gujarat.gov.in</a>
14	Gir Somnath	<a href="http://www.girsomnathdp.gujarat.gov.in">www.girsomnathdp.gujarat.gov.in</a>
15	Jamnagar	<a href="http://www.jamnagardp.gujarat.gov.in">www.jamnagardp.gujarat.gov.in</a>
16	Junagadh	<a href="http://www.junagadhdp.gujarat.gov.in">www.junagadhdp.gujarat.gov.in</a>
17	Kutch	<a href="http://www.kutchdp.gujarat.gov.in">www.kutchdp.gujarat.gov.in</a>
18	KHEDA	<a href="http://www.khedadp.gujarat.gov.in">www.khedadp.gujarat.gov.in</a>
19	Mahesana	<a href="http://www.mahesanadp.gujarat.gov.in">www.mahesanadp.gujarat.gov.in</a>
20	Mahisagar	<a href="http://www.mahisagardp.gujarat.gov.in">www.mahisagardp.gujarat.gov.in</a>
21	Morbi	<a href="http://www.morbidp.gujarat.gov.in">www.morbidp.gujarat.gov.in</a>
22	Narmada	<a href="http://www.narmadadp.gujarat.gov.in">www.narmadadp.gujarat.gov.in</a>
23	Navsari	<a href="http://www.navsaridp.gujarat.gov.in">www.navsaridp.gujarat.gov.in</a>
24	Panch Mahals	<a href="http://www.panchmahaldp.gujarat.gov.in">www.panchmahaldp.gujarat.gov.in</a>
25	Patan	<a href="http://www.patandp.gujarat.gov.in">www.patandp.gujarat.gov.in</a>
26	Porbandar	<a href="http://www.porbbandardp.gujarat.gov.in">www.porbbandardp.gujarat.gov.in</a>
27	Rajkot	<a href="http://www.rajkotdp.gujarat.gov.in">www.rajkotdp.gujarat.gov.in</a>
28	Sabar Kantha	<a href="http://www.sabarkanthadp.gujarat.gov.in">www.sabarkanthadp.gujarat.gov.in</a>
29	Surat	<a href="http://www.suratdp.gujarat.gov.in">www.suratdp.gujarat.gov.in</a>
30	Surendranagar	<a href="http://www.surendranagardp.gujarat.gov.in">www.surendranagardp.gujarat.gov.in</a>
31	Tapi	<a href="http://www.tapidp.gujarat.gov.in">www.tapidp.gujarat.gov.in</a>
32	Vadodara	<a href="http://www.vadodaradp.gujarat.gov.in">www.vadodaradp.gujarat.gov.in</a>
33	Valsad	<a href="http://www.valsaddp.gujarat.gov.in">www.valsaddp.gujarat.gov.in</a>
34	vav-tharad	<a href="http://www.vav-tharaddp.gujarat.gov.in">www.vav-tharaddp.gujarat.gov.in</a>

## Website Maintenance Request Form

Date: 02/09/2025

<b>Department / Organization Name</b>		eGram Vishwa Gram Society Panchayat Department, Gujarat
<b>Website Name (URL)</b>		As per List + 256 TP
<b>Website Developed By</b>		Adit Microsys Pvt Ltd.
<b>Website Go-live Date</b>		Year 2020
<b>Last Maintained By (with Duration)</b>		March 2025
<b>Platform Used</b>	<b>Front end (With Version)</b>	<b>Front end (With Version) : .NET 8.0 (Core-based)</b>
IIS : 7.5	<b>Back end (Database with Version)</b>	<b>Back end (Database with Version) : MY SQL : 8.0.42-commercial (hosted on Shared server , provided by GSDC)</b>
<b>Technical Person Name from Department with Designations</b>		1) Shri N P Makwana (ICT OFFICER) 2) Shri Jay Shah (ICT OFFICER) 3) Shri Bhinal Khatri (State Level Executive) 4) Shri Rahul Gurjar (State Level Executive)
<b>Contact No. (Landline &amp; Mobile)</b>		1) 9428857505 2) 9104236657