Eligibility Criteria & SOW of AMC of Panchayat Department Websites

1. Pre-Qualification (PQ) Criteria

Criteria	Requirement	Required Documents
Legal Entity	The bidder should be a Company registered under the Companies Act, 1956/2013 or a Partnership Firm/LLP/Proprietorship firm registered in India.	Certificate of Incorporation / Registration Certificate
Financial Strength	Minimum average annual turnover of 42 Lakhs during last three financial years (2021-22, 2022-23, 2023-24) from IT/ICT/web development and maintenance services. Positive net worth required.	Audited Balance Sheets / CA Certificate
Experience	At least 3 projects of website design/development/maintenance for Government Departments/PSUs in India during last 5 years. Out of which, at least 1 project must be for a Government of Gujarat Department/PSU or any other State Government/GoI Department	Work Orders / Completion Certificates
Manpower Strength	Minimum 10 technically qualified professionals (web developers/designers, system administrators, security experts, etc.) on payroll.	Self-declaration with HR records / PF-ESI records
Certifications	Any two of the following: - ISO 9001:2015 (Quality Management) - ISO 20000-1 or CMMI Level 3 or above	Copy of valid certificates

Other Mandatory Requirements	The bidder should not be blacklisted/debarred by any Government Department/PSU in India. The bidder should have GST registration and valid PAN number.	Self-declaration / GST Certificate / PAN Card

2. Financial Evaluation Criteria (Lowest Bid value)

The bidder with the lowest financial quote (L1) shall be awarded the contract.

3. Scope of Work

Scope of Work for Maintenance of Websites:-

The AMC will cover the websites of **PRH&RD, Development Commissioner Offices, 33 District Panchayat Offices and 248 Taluka Panchayat Websites** hosted under their respective District Panchayat domains: -

The selected agency shall be responsible for comprehensive Operation, Updation, Security, and Maintenance of the websites of **PRH&RD, Development Commissioner Offices, 33 District Panchayat Offices and 248 Taluka Panchayat Websites** hosted under their respective District Panchayat domains.

1. Content Management & Updation

- Ensure regular content updation at least once every 15 days for all websites.
- Proactively seek updates from departments if no request is received.
- Categorization of contents properly as per target audience and departmental functions.
- Ensure bilingual content (Gujarati & English) with accuracy, relevance, accessibility, and applicability.
- Maintain a log of updates and action taken reports on a monthly basis.

2. Website Monitoring & Maintenance

- Ensure websites are accessible 24x7 with HTTPS enabled.
- 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.

3. Security & Compliance

- Ensure websites are always compliant with NIC Guidelines, W3C, WCAG 2.0.
- Incorporate CAPTCHA, password encryption, and secure coding practices to safeguard websites.
- Coordinate with GIL/DST for bi-annual CERT-In empaneled Security Audits and rectify vulnerabilities without additional charges.
- 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.
- The agency shall ensure that all critical and high-severity vulnerabilities are resolved within 15 days of reporting, and medium/low-severity vulnerabilities within 30 days in co-ordination with GSDC

4. Technical Standards & Integration

- Maintain compliance with standards for data exchange (XML, Web services, APIs).
- Support integration with backend databases where applicable.
- Ensure smooth navigation and remote user/site management capabilities.
- Maintain source code, published/unpublished, as the sole property of the Government.

5. Reporting & Alerts

- Generate automatic SMS/E-mail alerts for delays in updation as per DST guidelines:
    - Fortnightly – to designated officer
    - Monthly – to Administrative Head & Secretary (DST)
    - Quarterly – to Chief Secretary
- Provide monthly performance, updation, and traffic analytics reports to the respective departments.

7. Service Levels & Penalties

- Ensure adherence to timelines for updates and issue resolution.
- In case of delay, penalties shall apply as per DST guidelines (Rs. 500 per day / 0.5% per week up to max 10% of contract value).

8. Support & Performance

- Provide dedicated Single Point of Contact (SPOC) for each department/district.
- Ensure user support for Nodal Officers through email, phone, and physical assistance when required.
- Maintain an escalation matrix for unresolved issues.
- Provide skilled manpower to handle both technical and functional maintenance requirements.

4. Website Details & Technology stack detail

- As per attached detail

6. Contract Period

- The contract period shall be for **one (1) year**. The same may be extended for a further period of **one (1) year** based on mutual agreement between both parties, on the existing terms and conditions

7. Force Majeure

- Neither party shall be held responsible for any delay or failure in performance of its obligations under this contract if such delay or failure is due to Force Majeure events such as acts of God, war, riots, civil commotion, strikes, lockouts, acts of government authorities, fire, flood, epidemic, or any other cause beyond the reasonable control of the affected party.
- The party affected shall notify the other party in writing within 7 (seven) days of the occurrence of such event.
- The obligations of the affected party shall be suspended for the duration of the Force Majeure event, provided that efforts are made to resume performance at the earliest.

8. Exit Management

- The successful bidder shall provide full support and cooperation to the Purchaser in case of termination or expiry of the contract to ensure smooth transition.
- The bidder shall handover all documents, reports, data, configurations, manuals, and any other assets created or maintained under the contract.
- The bidder shall provide reasonable assistance for knowledge transfer to the Purchaser or its designated agency for a period of up to 30 (thirty) days after the contract ends, without any additional cost.

9. Payment Terms

- Payment shall be released on a quarterly basis, subject to submission of:
  a) Quarterly invoice by the bidder.
  b) Quarterly progress/ performance report duly approved by the Purchaser/Department.
- No advance payment shall be made.
- Payment will be made within 30 days of submission of complete invoice and required documents, subject to satisfactory performance.

10. Financial Bid

Sr No	Particular	Quoted Price(In Rs)
1	**Cost of AMC for the websites of PRH&RD Department,Development Commisioner Office,33 District Panchayat Offices, and 248 Taluka Panchayat Websites hosted under their respective District Panchayat domains**	**XXXX/-**
	Total	**XXXX/-**

Website Maintenance Request Form

Date : 02/09/2025

Department / Organization Name		e-Gram Vishwa Gram Society, Panchayat Department
Website Name (URL)		As Per Attach List + 248 TP www.egram.gujarat.gov.in અને www.pri.gujarat.gov.in
Website Developed By		Adit Microsys Pvt.Ltd
Website Go-live Date		Year- 2020
Last Maintained By (With Duration)		March -2025
Platform Used	Front End (With Version)	Dot Net 4.0
IIs 10	Back End (Database With Version)	MS SQL Server 2019
Technical Person Name From Department		1) Shri. Bhinalbhai 2) Shri. N.P.makwana
Designation		1) SLE 2) ICT Officer
Email - ID		
Contact No. (Landine & Mobile)		1) 91042 36657 2) 94288 57505

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Panchayat Department & 33 District Website List

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

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