

Website Development and Content Creation of Departmental Websites

1. Link to Hon'ble Chief Secretary's GO 707/78-1-2005-14 I.T.-1/2004(TC) dated 14-07-2006

<http://infotech.up.nic.in/go/go-cs-707.pdf>

2. Link to Hon'ble Chief Secretary's GO 165/78-1-07/14 I.T.-1/2004 (TC) dated 16-04-2007

<http://infotech.up.nic.in/go/go-cs-165.pdf>

Under State e-Governance plan, it has been decided to upgrade and re-furbish the departmental websites and make them bi-lingual. The job has been outsourced to M/s CMC Limited, Navchetna Kendra, 10, Ashok Marg, Lucknow who have been selected through a competitive bidding process.

2. Rs. 70000/- per department/district shall be borne by the Department of IT & Electronics (DoIT, GoUP) for the work.
3. Rates approved by the committee is given in this document and also available on the DoIT web site <http://infotech.up.nic.in> As per para-2, initially an amount of Rs. 70000/- per website (of one department/district) shall be borne by Updesco/DoIT, GoUP DoIT is also raising demand for more budget. If any department/district wants the work beyond limit, they can get it done from the service provider agency on the approved rates. In this case department/district administration has to pay additional amount from their fund.
4. On written request from department/district, Updesco shall issue work order to the service provider i.e. M/s CMC Limited.
5. Each department has to inform Updesco in writing that they have compiled/collected their departmental information to be loaded on website at Nodal Officer level. Every department has to nominate a nodal officer for this work and should inform to Updesco so that the concerned officer can be contacted by the service provider.
6. Website developer shall collect data from departmental nodal officer and shall accordingly create content in English and Hindi. It is mandatory to put departmental RTI related information on web.
7. As per para-2, payment to service provider against the work shall be done by Updesco. Satisfactory Work Completion Certificate shall be issued to service provider by the department. As stated earlier, the department shall be free to take work directly from the service provider on payment basis beyond Rs. 70000/- limit.
8. A contract for 3 years has been signed with M/s CMC Limited for development and maintenance of the websites.
9. Website developed by the service provider shall be uploaded on NIC server. The data shall be loaded on NIC server only after the departmental Secretary/HOD approves the content.
10. In case any question from the department is asked by the citizen, the department shall provide the information for the related question and the service provider shall intimate the concerned citizen through e-mail.
11. The scope of work shall be as follows:-

(1) Study of the Department and Scope of Work

(A) A Website shall incorporate the following as per requirement of the department:-

- (a) The bilingual (in English & Hindi language) website that is proposed to be developed for the various departments of Government of Uttar Pradesh (GoUP) shall reflect comprehensively an in-depth look into various details of the activities of the department. It shall be compulsory for the developers to put information related with Right to Information Act (RTI act) on the departmental websites.

- (b) It shall essentially contain information about Organizational structure, key people, various policies and programs related to departments and important links to other relevant websites/portals.
 - (c) Website shall showcase achievements of the Departments from time to time and future plans, work in progress, logistics etc in an attractive manner.
 - (d) Monthly progress report shall be incorporated to establish faster communication and transparency thereby giving credibility of department in executing the work within the norms set by the UP Government.
 - (e) All the tenders, notifications, schemes and other important information that goes for publication shall also be available on site dynamically. Information shall be database driven so that it is viewed quickly. The forms shall be made available on line. This will help the participants to save time by downloading the documents and submitting the same even without physically coming to the department
 - (f) Every form that is downloaded from the website can be dynamically numbered whereby a count of the number of forms downloaded from the website may be kept, and at the same time it should generate a dynamic number to log on the hits making it convenient for the record keeping.
 - (g) Brief audio and video streamed messages regarding various projects and also regarding physical progress of the projects need to be incorporated.
 - (h) The website shall also be empowered with interactive features like on line bulletin board, complaint center, chat forum, whereby people can use this forum to interact with the officials at fixed times from there home/office/workspace saving time for both the officials and the people.
 - (i) Guest/suggestions book etc. shall provide a fillip to the overall developmental projects being undertaken by the Departments. It should be incorporated in the website.
 - (j) Dynamic site search should be incorporated whereby any information available can be viewed and accessed quickly. Contact lists shall be provided in website with updated names, addresses, phone nos. and e-mail addresses.
 - (k) All the officials shall be provided with an e-mail address thereby making the transfer of information much faster and easier.
 - (l) Photo gallery shall be updated from time to time giving information regarding new developmental activities.
 - (m) The translation of the contents into Hindi (if available in English) and vice-versa shall be the responsibility of the developer and the developer shall be responsible for getting the translated version approved from the appropriate authority.
- (B) A versatile & comprehensive multi-feature website featuring:
- (a) Dynamic user-friendly backend engine providing information, departmental structure, circulars, forms, notices. Detailed information regarding the Department shall be highlighted on the main page of the site leading to detailed information in the site.
 - (b) Comprehensive & dynamic search engine within the site for maximum search capabilities in an extremely user-friendly interface.
 - (c) Interactive Announcement Desk.
 - (d) A highly interactive & dynamic master administration application having complete secure control over content management & all aspects of the website.
 - (e) E-mail facility with web server having multi-features such as subscription based Newsletters/Mailers etc.
 - (f) Flash presentation, if required to be included in the Web site.
 - (g) Data base driven application using SQL Server or equivalent RDBMS at backend, hosted on a web server.
- (C) Other terms and condition:
- (a) The contract shall be for the period of three years but may be terminated as per Section II (Conditions of Contract) if the performance of the developer (M/s CMC Ltd., Lucknow) is found unsatisfactory at any stage.
 - (b) M/s CMC Ltd., Lucknow shall be responsible for the collection of data for information from the concerned department. Based on this information, M/s CMC Ltd., Lucknow shall create the contents for the web pages (in Hindi and English), and subsequently create the departmental bilingual web pages. After getting it approved from the department (duly signed by the Secretary/HOD of the concerned department), M/s CMC Ltd., Lucknow shall upload the created/updated information

on the website on regular basis. Teams to be engaged by the developer (M/s CMC Ltd., Lucknow) for the maintenance of the website would be required to meet the officials of the concerned department/Updesco on regular intervals, as may be decided or as and when required.

- (c) M/s CMC Ltd., Lucknow shall provide the CD of the contents of each website including all source files of animation etc. to be used on website to Updesco after initial creation and uploading along with invoices and at the end of every quarter (if any changes made during the period).
- (d) Developer (M/s CMC Ltd., Lucknow) shall provide the report on the 1st working day of every month showing the number of visitors on the website during the previous month and cumulative total. For this developer (M/s CMC Ltd., Lucknow) has to maintain the hit counter on the home page of each website.
- (e) M/s CMC Ltd., Lucknow shall also suggest for marketing activities of the websites from time to time.

(2) Deliverables

System Requirement Specification

- Within 10 days from the date of finalizing the order in favor of the Developer, the Developer shall freeze upon the requirements of the web site and intimate Updesco.
- 15 days for structuring the website and creating a user-friendly layout shall be given after freezing the requirements.
- One month for updation and translation of contents into Hindi/English shall be given after structuring and creating the layout of website.
- Simultaneously web engineering shall commence such that within two month the website can be launched.
- One week shall be given for online testing and de-bugging of errors, if any.

(3) Coding

The software/website shall be developed using XML. The backend (if required) shall be SQL Server or equivalent RDBMS Database, the most economical industry standard, highly user-friendly & dynamically secure Internet Database Solution. The fonts used shall be Unicode compliant and shall be dynamically downloadable so that the site can be viewed on all type of systems using any of the Internet software/browsers. All the websites shall be developed on the same uniform pattern so that they can be given a portal shape at a later stage.

(4) Warranty & Annual Maintenance Contract (AMC)

- (a) The developer shall have to continue providing Annual Maintenance support for maintaining the website. The service will include for regular updating, changes in text, addition of web pages, maintenance of server side programming, and changes in images. For this, an Annual Maintenance Contract shall have to be signed by the Developer with the Client.
- (b) The AMC shall be for three years but may be terminated as per Section II (Conditions of Contract) if the performance of the developer (M/s CMC Ltd., Lucknow) is found unsatisfactory at any stage.
- (c) The source code will be maintained by the Developer till end of AMC period, thereafter it shall be transferred to Updesco/Concerned Departments on media.

(5) Property Rights

- (a) The documents provided by GoUP, Website & Applications supplied may contain proprietary materials. Care should be taken in disclosing the same.
- (b) Copying of the web pages except for backup purposes is expressly prohibited.

- (c) Selling, lending or giving away of copies of the Applications to third parties without the consent of Updesco is expressly prohibited.
- (d) All rights to the website shall rest with the departments of GoUP who own the web site.
- (e) The Developer shall be responsible for any use of non licensed proprietary software, hardware or any material used in the design and development of website.

LOWEST ITEM WISE APPROVED RATES (Amount in Rs.)

FOR WEB SITE DEVELOPMENT (Development/Designing/Redesigning/Refurbishing of GoUP Departmental Website)

SIno	Items Description	Product Price Code	Unit of measurement	Item wise minimum Net Unit Price
(1)	(2)	(3)	(4)	(5)
1	<p><u>Type A</u> Creation of contents for webpage (static type) including Home page with pictures or other option buttons (even may be a switch of video streaming film) or applets, if any. M/s CMC Ltd., Lucknow shall collect the input data/information from departments and subsequently create the contents and webpages. After the creation of the web page, it shall be uploaded on the National Informatics Centre (NIC) webserver. Language shall be English. The concerned department, before uploading on NIC server, shall approve created content and webpages.</p>	BP-1	Per Page (A-4 size)	332.00
2	<p><u>Type A1</u> Creation of contents for webpage (static type) in English, which shall be based on the text, or numerals (having no graphics or other like applets etc.) in the form of paragraph or tables. M/s CMC Ltd., Lucknow shall collect the input data/information from departments and subsequently create the contents and webpages. After the creation of the web page, it shall be uploaded on the National Informatics Centre (NIC) webserver. Language shall be English. The concerned department, before uploading on NIC server, shall approve created content and webpages.</p>	BP-11	Per Page (A-4 size)	250.00
3	<p><u>Type A2</u> Creation of webpage (static type) in English based on the data/information provided by the department in the form of softcopy (i.e data/information provided by the department in digital form) and developer has to simply convert it into the webpage and upload it on the National Informatics Centre (NIC) webserver.</p>	BP-12	Per Page (A-4 size)	150.00
4	<p><u>Type B</u> Creation of contents for Hindi webpage (static type) including Home page with pictures or other option buttons (even may be a switch of video streaming film) or applets, if any. Developer has to translate the English version into Hindi before creation of the webpage. The webpage content shall be based on web based dynamic Unicode compliant Hindi fonts. After the creation of the web page, it shall be uploaded on the National Informatics Centre (NIC) webserver. The concerned department, before uploading on NIC server, shall approve created content and webpages. Like in Type A pages, the data/information collection and content creation responsibility shall be of the developer.</p>	BP-2	Per Page (A-4 size)	396.00
5	<p><u>Type B1</u> Creation of contents for webpage (static type) in Hindi, which shall be based on the text, or numerals (having no graphics or other like applets etc.) in the form of paragraph or tables. M/s CMC Ltd., Lucknow shall collect the input data/information from departments and subsequently create the contents and webpages. Developer has to translate the English version into Hindi before creation of the webpage. After the creation of the web page, it shall be uploaded on the National Informatics Centre (NIC) webserver. Language shall be English. The concerned department, before uploading on NIC server, shall approve created content and webpages.</p>	BP-21	Per Page (A-4 size)	373.00
6	<p><u>Type B2</u> Creation of webpage (static type) in Hindi based on the data/information provided by the department in the form of softcopy (i.e data/information provided by the department in digital form) and developer has to simply convert it into the webpage and upload it on the National Informatics Centre (NIC) webserver.</p>	BP-22	Per Page (A-4 size)	200.00
7	<p><u>Scanning of Documents</u> Scanning of Papers, pictures and others for the web pages</p>	BP-3	Per Scan	5.10
8	<p><u>Type C</u> Dynamic reports based on Simple Complexity defined in PART – III "Basis For The Calculation Of The Complexities Of Dynamic Reports (Complexity Matrix)" of this SECTION III ©. Headers of the reports may be in Hindi or English depending upon the requirements of the concerned department.</p>	BP-4	Per Report	5000.00
9	<p><u>Type D</u> Dynamic reports based on Average Complexity defined in PART – III "Basis For The Calculation Of The Complexities Of Dynamic Reports (Complexity Matrix)" of this SECTION III ©. Headers of the reports may be in Hindi or English depending upon the requirements of the concerned department.</p>	BP-5	Per Report	5000.00

10	Type E	BP-6	Per Report	5000.00
	Dynamic reports based on Complex Complexity defined in PART – III "Basis For The Calculation Of The Complexities Of Dynamic Reports (Complexity Matrix)" of this SECTION III ©. Headers of the reports may be in Hindi or English depending upon the requirements of the concerned department.			
11	Entry of Records in the tables of the database			
	(a) Entry in English with record length 50	BP-7A	Per Record	0.60
	(a) Entry in English with record length 100	BP-7B	Per Record	1.20
	(c) Entry in Hindi/hybrid (English & Hindi) with record length 50	BP-7C	Per Record	1.00
	(d) Entry in Hindi/hybrid (English & Hindi) with record length 100	BP-7D	Per Record	1.90
OPTIONAL ITEM				
1	Creation of Multimedia (Video & Audio) films (one minute or multiple of 1 minute) in .AVI or other equivalent/compatible format which may be attached to any static or dynamic page.	BP-O1	Per Minute	2000.00
PART - II				
Annual Maintenance of the Developed Website (Maintenance includes Updations/Enhancements/Deletions etc)				
1	Type A Maintenance/Modification of created WebPages (of the Type A page created in Part I, static type in English language) including Home page with pictures or other option buttons (even may be a switch of video streaming film) or applets, if any. After the maintenance of the web page, changes shall be re-loaded on the National Informatics Centre (NIC) webserver. The department, before uploading on NIC server, shall approve updated contents. In case of creation of new WebPages in English language, it shall be treated equivalent to Type A of PART I (Development -Designing/Redesigning / Refurbishing of Departmental Website) of this Section – III(C).	AMC-1	Per Page (A-4 size)	183.00
2	Type A1 Maintenance/Modification of created WebPages (of the Type A1 & A2 pages created in Part I, static type in English language), which shall be based on the text or numerals (having no graphics or other like applets etc.) in the form of paragraph or tables. After the maintenance of the web page, changes shall be re-loaded on the National Informatics Centre (NIC) webserver. The department, before uploading on NIC server, shall approve updated contents. In case of creation of new WebPages in English language, it shall be treated equivalent to Type A1 and Type A2 of PART I (Development -Designing/ Redesigning/ Refurbishing of Departmental Website) of this Section – III(C).	AMC-11	Per Page (A-4 size)	171.00
3	Type B Maintenance/Modification of created WebPages (static type in Hindi language) including Home page with pictures or other option buttons (even may be a switch of video streaming film) or applets, if any. After the maintenance of the web page, changes shall be re-loaded on the National Informatics Centre (NIC) webserver. The department, before uploading on NIC server, shall approve updated contents. In case of addition of new content, the responsibility of translation of content from English to Hindi shall be of the developer. In case of creation of new WebPages in Hindi language, it shall be treated equivalent to Type B of PART I (Development -Designing/Redesigning/Refurbishing of Departmental Website) of this Section – III(C).	AMC-2	Per Page (A-4 size)	218.00
4	Type B1 Maintenance/Modification of created WebPages (of the Type B1 & B2 pages created in Part I, static type in Hindi language), which shall be based on the text or numerals (having no graphics or other like applets etc.) in the form of paragraph or tables. After the maintenance of the web page, changes shall be re-loaded on the National Informatics Centre (NIC) webserver. The department, before uploading on NIC server, shall approve updated contents. In case of addition of new content, the responsibility of translation of content from English to Hindi shall be of the developer. In case of creation of new WebPages in Hindi language, it shall be treated equivalent to Type B1 and Type B2 of PART I (Development -Designing/ Redesigning/Refurbishing of Departmental Website) of this Section – III(C).	AMC-21	Per Page (A-4 size)	206.00
5	Type C Maintenance/Modification of the Dynamic reports based on Simple Complexity defined in PART - III "Basis For The Calculation Of The Complexities Of Dynamic Reports (Complexity Matrix)" of this SECTION III (C). Headers of the reports may be in Hindi or English depending upon the requirements of the concerned department. In case of creation of the new report, it shall be treated equivalent to Type - C of PART I (Development -Designing/ Redesigning/Refurbishing of Departmental Website) of this Section – III(C).	AMC-3	Per Report	2040.00

6	Type D	AMC-4	Per Report	2040.00
	Maintenance/Modification of the Dynamic reports based on Average Complexity defined in PART - III "Basis For The Calculation Of The Complexities Of Dynamic Reports (Complexity Matrix)" of this SECTION III (C). Headers of the reports may be in Hindi or English depending upon the requirements of the concerned department. In case of creation of the new report, it shall be treated equivalent to Type - D of PART I (Development -Designing/ Redesigning/Refurbishing of Departmental Website) of this Section – III(C).			
7	Type E	AMC-5	Per Report	2040.00
	Maintenance/Modification of the Dynamic reports based on Complex Complexity defined in PART - III "Basis For The Calculation Of The Complexities Of Dynamic Reports (Complexity Matrix)" of this SECTION III (C). Headers of the reports may be in Hindi or English depending upon the requirements of the concerned department. In case of creation of the new report, it shall be treated equivalent to Type - E of PART I (Development -Designing/ Redesigning/Refurbishing of Departmental Website) of this Section – III(C).			
8	Update of Records in the tables of the database			
	(a) Addition of new record in English with record length 50	AMC-6A	Per Record	0.60
	(b) Addition of new record in English with record length 100	AMC-6B	Per Record	1.20
	(c) Addition of new record in Hindi/hybrid (English & Hindi) with record length 50	AMC-6C	Per Record	1.00
	(d) Addition of new record in Hindi/hybrid (English & Hindi) with record length 100	AMC-6D	Per Record	1.93
	(e) Modification in English with record length 50	AMC-6E	Per Record	0.50
	(f) Modification in English with record length 100	AMC-6F	Per Record	1.00
	(g) Modification in Hindi/hybrid (English & Hindi) with record length 50	AMC-6G	Per Record	0.90
	(h) Modification in Hindi/hybrid (English & Hindi) with record length 100	AMC-6H	Per Record	1.75
	(i) Deletion of existing record	AMC-6I	Per Record	0.50
OPTIONAL ITEM				
1	Enhancement/Modification of existing (developed in part I) Multimedia (Video & Audio) films (One minute or multiple of 1 minute) in .AVI or other equivalent/compatible format which may be attached to any static or dynamic page.	AMC-O1	Per Minute	1102.00

Calculation of A4 Size Static WebPage for Rates:

A printout of Web page on A-4 size paper including of scanned pictures and others with minimum 60% density shall be treated as one webpage. For this, the developer has to submit the final print out of approved contents from related URL site. Calculation of the payment for the developer shall be made on this basis.

While deciding the page size of static pages with no creativity work (Type A1/A2, B1/B2 of Part I and A1 & A2 of Part II of Section III(C) & IV(C)), the minimum size of the printable A4 size page should be minimum of 25 kilobytes (KB) in addition to other criteria's already defined. For the calculation of the payment, number of A4 pages shall be calculated considering this aspect also. Suppose there are 5 A4 printed pages in one logical web pages which is, say total 100 KB in size, then number of pages shall be treated as 4 (100/25=4) instead of 5.