

ERNET India

(An Autonomous Scientific Society under Department of Electronics & Information Technology, GoI)
10th Floor, Jeevan Prakash Building, 25, K.G. Marg,
New Delhi - 110 001.

EI-D-Tech/51/0095/2015-PD&O/

Dated: 23.08.2015

Due Date: 30.09.2015 Time 3.00 P.M

Opening of Bids: 30.09.2015 Time 3.30 P.M

Subject: Tender for "Empanelment of agencies for rate contract for development/migration renovation of websites to CMS based website to make it Responsive and WCAG 2.0 and or GIGW compliant"

ERNET India, an Autonomous Scientific Society under Department of Electronics & Information Technology, Govt. of India, is a Class 'A' Internet Service Provider for the Education and Research community in India.

2. ERNET India is a nodal network for integrating education & research institutions in the country. An Internet service is one of the services being provided by ERNET India to these institutions. The services are provided through its various Points of Presence (PoPs) located at the premier education & research institutions in the country. All these PoPs are connected on high-speed backbone with international connectivity.
3. ERNET India also provides domain registration and webhosting services to educational and research institutes of the country.
4. Sealed quotations are invited from reputed firms/agencies to award rate contract for "Empanelment of **maximum of 10** agencies for development/migration /renovation of websites to CMS based website to make it Responsive and WCAG 2.0 and /or GIGW compliant" for the period of three years extendable for 2 more years. **The rate contract will be valid for any number of website till the duration of the rate contract.** Scope of work and technical specifications are given in annexure I.
 - (i) *Maximum of 10 bidders L1 to L10 will be empaneled for each part subject to that L2-L10 bidder will have to match the price of L1.*
 - (ii) *Each empanelled bidder have to sign the rate contract agreement.*
 - (iii) *Work will be awarded to each of the successful bidders (max 10 in each part) equally with a condition that L1 bidder will be awarded 10% over and above all other successful bidders who agrees to match the L1 price*

Calculation of work awarded will be done over the period of one year subject to availability of sufficient work order from the client(s). The same will be done on the nearest approximation basis.

GENERAL CONDITIONS

1. Bidder should be reputed firm, registered under company act 1956/ *Autonomous Societies/Partnership Firm/ LLPs* and should have experience in Website /software development maintenance and IT Services for last 3 years. Please enclose documentary proof along with bids.



2. Bids should be valid for a minimum period of 180 days after the due date.
3. Rate Contract will be valid for the period of three years extendable for 2 more years.
4. Bidder has to bid for all parts as mentioned in Annexure II

5. Sale of Tender

Tender document can be purchased from ERNET India, New Delhi on payment of Rs.2000/- (Rupees Two thousand only) in the form of Demand Draft or Banker's Cheque drawn on/issued by any Nationalized/Scheduled Indian Bank in favour of ERNET India, payable at New Delhi, as per the schedule given below :

Issue/Sale of Tender Document	24.08.2015
Receipt of Queries	07.09.2015 (Queries after above due date by 5:00 P.M. will not be entertained)
Pre- bid meeting	16.09.2015 (03:00 PM onwards) at ERNET India, 10th Floor, Jeevan Prakash Building, 25, Kasturba Gandhi Marg, New Delhi-110001
Response to Queries	23.09.15 (on CPP Portal/ERNET India Website only)
Due Date & Time for submission of bids	30.09.2015 (3.00 PM)
Due Date & Time for Opening of Bids	30.09.2015 (3.30 PM)

The Tender Document can also be downloaded from www.ernet.in from 24.08.2015. In such case, an amount of Rs.2,000/- in the form of Demand Draft/Bankers' cheque drawn in favour of "ERNET India, payable at New Delhi" would be required to be furnished along with the Part-I (Technical Bid) of the bid.

6. Quotations should be submitted in two separate parts i.e. **Part-I (Technical Bid)** and **Part II (Financial Bid)**.

Part-I - Technical Bid in one cover, indicating "TECHNICAL BID" should contain:

- (ii) Unpriced bill of material
- (iii) EARNEST MONEY DEPOSIT (EMD) of Rs.10 lakhs should also be submitted in this cover.
- (iv) Tender fee, if tender document is downloaded from website
- (v) Service Level Agreement (SLA) as per annexure III, duly signed and stamped.
- (vi) Tenderer's company profile, documentary proof of similar work done
- (vii) An undertaking that "they have understood the requirement and agree for all the terms & conditions of the tender. *In case their undertaking is not submitted, commercial bid submitted in separate sealed cover will not be considered.*

Part-II - Financial Bid in second cover, indicating "FINANCIAL BID" should contain:

- (i) Price of the items (table wise). Rates/cost to be quoted as per **Annexure-II** only.

Both the covers i.e **Part-I (Technical Bid)** and **Part-II (Financial Bid)** should first be sealed separately, and then both the covers should be kept in a single sealed bigger cover. This cover should be submitted to the "**Registrar & CPO, ERNET India, 10th Floor, Jeevan Prakash**

Building, 25, Kasturba Gandhi Marg, New Delhi -110 001” before due date and time of tender. In case of any missing information on the above, the bid is likely to be rejected.

7. Envelope should bear the inscription:
“Quotation for rate Contract for development/migration /renovation of websites to CMS base website to make it Responsive and WCAG 2.0 and /or GIGW compliant”

Tender Enquiry No. : EI-D-Tech/51/0095/2015-PD&OA
Due Date & Time for submission of bids : 30.09.2015 (3.00 PM)
Due Date & Time for Opening of Bids : 30.09.2015 (3.30 PM)

8. Pre-Bid Meeting :

- (i) ERNET India shall organize a Pre-Bid meeting on the queries submitted (by stipulated date & Time) by the Bidders on the scheduled date and time at ERNET India. ERNET India may incorporate any changes in the tender based on acceptable suggestions received during the interactive Pre-Bid meeting. The decision of the ERNET India regarding acceptability of any suggestion shall be final in this regard and shall not be called upon to question under any circumstances. Only two persons for each intending bidder's organization, who will buy the tender, will be allowed to attend the Pre Bid Meeting. **The Bidder will have to submit the photocopy of the receipt of payment made against tender fee at the time of Pre-Bid conference.**
- (ii) Response/reply to Queries/clarifications received within time frame as stated in the tender shall be uploaded on CPP portal/ERNET India website. No reply in this regard shall be sent to individual bidder. Bidders are advised to keep visiting CPP Portal/ERNET India Website to get the details in this regard, if any, before submission of their bids on the due date/time.
- (iii) ERNET India may, for any reason, whether at its own initiative or in response to a clarification requested by prospective bidders, modify the Tender Document by an amendment. The same will be posted on CPP portal/ ERNET India's website.

9. Earnest Money Deposit (EMD)

- (a) Each quotation must be accompanied by Earnest Money Deposit (EMD) **Rs.10 Lakhs** and shall be in the form of Demand Draft/Pay Order/Bank Guarantee of any Nationalized Bank taken in the name of ERNET India, New Delhi. EMD in the form of Bank Guarantee should be valid minimum for a period of **225 days** from the original due date of the quotation. Quotations received without Earnest Money Deposit are liable to be rejected.
- (b) Any tender not accompanying with EMD and tender fee (if tender document is downloaded from website) will be considered non responsive and rejected.
- (c) The Bid security (EMD) can be forfeited at the discretion of ERNET India on account of one or more of the following reasons:
 - The Vendor(s) withdraws their Bid during the period of Bid validity
 - Vendor(s) does not respond to requests for clarification of their Bid
 - Vendor(s) providing false information
- (d) If any bidder refuses to match his quote with L1 bidder, that bidder will be treated unsuccessful. EMD of unsuccessful bidders will be returned after completion of tender process (technical and financial bids). Award of Rate Contract to successful bidders will not be a condition for return of EMD of unsuccessful bidders. No interest will be payable by ERNET India on the Earnest Money Deposit.
- (e) Successful Bidder have to sign written rate contract agreement and submit Security Deposit of Rs.10 Lakhs in the form of Demand Draft/Pay Order/Bank Guarantee of any Nationalized Bank taken in the name of ERNET India, New Delhi, within a period of 15 days of issuing of

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Rate Contract. The agreement and Security Deposit will be valid up-to 3 years and further extendable for 2 more years or up-to validity period of Rate Contract, as the case may be.

- (f) EMD of the successful bidder will be forfeited and rate contract will be cancelled if
- If the vendor(s), who has/have been selected for rate contract, fails to sign a written agreement for rate contract within specified time period or
 - fails to furnish the required security deposit within specified time period
10. The Bids must reach the undersigned on or before the due date, i.e., on : **30.09.2015 by 3.00 p.m.** Bids received after the due date & time is liable to be rejected. In the event of due date being a public holiday or declared Holiday for Central Government offices, the due date for submission of the bids will be the following working day at the appointed time & venue.
11. The rates should be quoted in Indian Rupees. All prices shall be fixed and shall not be subject to escalation of any description. The rates must be quoted as per the Performa provided in **Annexure-II** and submitted in a sealed cover subscribed as **“Commercial Bid for Development/ Renovation / migration of websites to CMS based website to make it responsive and WCAG 2.0 &/or GIGW compliant.** Price comparison will be made independently for each group as per items specified in **Annexure –II.**
12. The bidder is required to sign and stamp the **Service Level agreement (SLA)** placed at Annexure III.
13. The bidders/ firms are required to submit an undertaking that “they have understood the requirement and also agree to the SLA terms as per Annexure III attached with the enquiry letter”. **This undertaking must be submitted in a technical part of the bid.** In case their undertaking is not submitted, commercial bid submitted in separate sealed cover will not be opened for consideration.
14. **Incomplete quotations are liable to be rejected.**
15. Bidder shall sign all pages of terms & conditions, solution architecture along with quotation. All changes, alterations, corrections in the bid shall be signed in full by the person(s) signing the bid with date.
16. In case of any discrepancy between rates mentioned in figures and words, the latter shall prevail.
17. ERNET India may waive any minor informality or non-conformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder
18. ERNET India reserves the right to accept or reject any bid or cancel the bid proceedings without assigning any reason whatsoever
19. (i) **ERNET India will empanel maximum 10 bidders in each group (Part-1 to 5) for responsive website development/ migration to CMS based website conforming to WCAG / or and GIGW subject to that L2-L10 bidder will have to match the price of L1.**
L1 to L10 price in each group (part-1 to 5 at Annexure -II) will be identified separately.
- (ii) After determination of lowest value bid in each part(s), all the responsive, eligible and technically qualified vendor(s) shall be asked to match the lowest value (L1) bid. The pool

- of vendor(s) matching best value (L1) bid will be created separately for each of the part (i.e. Part-1-to-5). In case there are less than 10 response / eligible bidders in any part(s) then empanelment of vendor(s) will be done for lesser number(s) of valid bids also
- (iii) *Work will be awarded to each of the successful bidders (max 10 in each part) equally with a condition that L1 bidder will be awarded 10% over and above all other successful bidders who agrees to match the L1 price*

Calculation of work awarded will be done over the period of one year subject to availability of sufficient work order from the client(s). The same will be done on the nearest approximation basis.

20. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of ERNET India. ERNET may cancel this tender/ or rate contract at any time prior to a formal written contract being executed by or on behalf of ERNET India.
21. Being an empanelment tender for Rate Contracting, ERNET India may terminate the Rate Contract by giving 30 days advance notice of termination without assigning any reason whatsoever.
22. The Commercial evaluation shall include all costs and all taxes and duties applicable to the vendor(s) as per law of the Central/ State Government/ Local Authorities, and the Eligibility criteria specified in the bidding documents shall only be applied

23. Indemnity

The successful bidder(s) shall indemnify the ERNET India/End-user departments against all third party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied items and related services or any part thereof. ERNET India/End-user department stand indemnified from any claims that the bidder's manpower may opt to have towards the discharge of their duties in the fulfillment of the purchase orders. ERNET India/End-user department also stand indemnified from any compensation arising out of accidental loss of life or injury sustained by the bidder's manpower while discharging their duty towards fulfillment of the rate contract and purchase orders. The bidder shall solely responsible for any damage, loss or injury which may occur to any property or to any person by or arising out of the execution of the works or temporary works or in carrying out of the contract otherwise than due to the matter referred to in this agreement hereinbefore. The bidder would ensure for observance of all labor and other laws applicable in the matter and shall indemnify and keep indemnified the ERNET/its customers against the effect of nonobservance of any such laws.

24. Force Majeure

If at any time, during the period of contract, the performance in whole or in part by either party of any obligation under the project is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics quarantine restrictions, strikes, lockouts or acts of God (hereinafter referred to as "events"), provided notice of happenings of any such event is duly endorsed by the appropriate authorities/chamber of commerce in the country of the party giving notice, is given by party seeking concession to the other as soon as practicable, but within 21 days from the date of occurrence and termination thereof and satisfies the party adequately of the measures taken by it, neither party shall, by reason of such event, be entitled to terminate the contract, nor shall either party have any claim for damages against the other in respect of such nonperformance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to

an end or ceased to exist and the decision of the purchaser as to whether the deliveries have so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under the contract is prevented or delayed by reason of any such event for a period exceeding 60 days, the purchaser may at his option, terminate the contract.

25. Termination For Default

- i) Default is said to have occurred
 - a. If the bidder fails to deliver any or all of the services within the time period(s) specified in the purchase order or any extension thereof granted by ERNET India.
 - b. If the bidder fails to perform any other obligation(s) under the agreement.
- ii) If the bidder, in either of the above circumstances, does not take remedial steps within a period of 30 days after receipt of the default notice from ERNET India (or takes longer period in spite of what ERNET India may authorize in writing), ERNET India may terminate the purchase order in whole or in part. In addition to above, ERNET India may at its discretion also take the following actions:

ERNET India may get work from another bidder, upon such terms and in such manner, as it deems appropriate, and the defaulting bidder shall be liable to compensate ERNET India for any extra expenditure involved towards goods and services to complete the scope of work in totality and 10% of the total value of purchase order as cancellation charges through invocation of Performance Security.
- iii) ERNET India may at any time terminate the empanelment/purchase order by giving 30 days written notice to the bidder, without any compensation to the bidder, if the bidder becomes bankrupt or otherwise insolvent

26. Arbitration

- i) In case any dispute or difference arises out of or in connection with or the carrying out of works (whether during the progress of the works or after their completion & whether before or after the termination, abandonments or breach of contract) except as any of the accepted matters, provided hereunder, the parties hereto, shall first endeavor to settle such disputes of differences amicably.
- ii) If both the parties fail to reach such amicable settlement, then either party (ERNET India or Contractor) may (within 20 days of such failure) give a written notice to the other party requiring that all matter in dispute or difference be arbitrated upon. Such written notice shall specify the matters which are in difference or differences of which such written notice has been given and no other shall be reoffered to the arbitration of a single arbitrator, to be appointed by both the parties or in case of disagreement as to the appointment of a single arbitrator, to that of two arbitrators, one to be appointed by each party or in case of said arbitrators not agreeing then, to the umpire to be appointed by the arbitrators in writing before entering upon the references. Provisions of Indian Arbitration & Conciliations Act, 1996 or any statutory modification or reenactment thereof and rules framed there under from time to time shall apply to such arbitration.
- iii) Venue of arbitration shall be New Delhi.
- iv) The arbitrators or arbitrators appointed under this Article shall have the power to extend the time to make the award with the consent of parties.
- v) Pending reference to arbitration, the parties shall make all endeavors to complete the work in all respect. Disputes, if any, will finally be settled in the arbitration. Tender Enquiry No.: EI-D-Tech/51/0095/2015-PD&OA dated 23.08.2015
- vi) Upon every or any such references to the arbitration, as provided herein the cost of and incidental to the reference and Award respectively shall at the discretion of the arbitrator, or the umpire, as case may be.

- vii) The award of arbitrator or arbitrators, as the case may be, Shall be final and binding on the parties. It is agreed that the Contractor shall not delay the carrying out of the works by reason of any such matter, question or dispute being referred to arbitration, but shall proceed with the works with all due diligence. The Purchaser and the Contractor hereby also agree that arbitration under this clause shall be the condition precedent to any right of action under the contract except for as provided for in the Tender.

29. Applicable Law

- i) The bidder shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.
- ii) All disputes in this connection shall be settled in Delhi jurisdiction only.
- iii) ERNET India reserves the right to cancel this tender in part or full or modify the requirement without assigning any reasons. ERNET India will not be under obligation to give clarifications for doing the aforementioned.
- iv) ERNET India also reserves the right to modify/relax any of the terms & conditions of the tender.
- v) ERNET India, without assigning any further reason can reject any tender(s), in which any prescribed condition(s) is/are found incomplete in any respect.
- vi) ERNET India also reserves the right to award work order on quality/technical basis, which depends on quality/capability of the system and infrastructure of the firm. Bidder(s) are, therefore, directed to submit the tender carefully along with complete technical features of the products/systems as well as other documents required to access the capability of the firm.

30. Performance Bank Guarantee (PBG)

Bidder has to submit PBG of 30% of total cost of purchase order for web site development or renovation, within 10 days of award of purchase order, valid for one year. Vendors will be empaneled for rate contract separately as per L1-L10 in every part mentioned in Annexure-II.

The PBG equivalent of AMC cost will be submitted every year, in case the AMC is being awarded / or renewed, at the beginning of start of AMC, **to the customer**, whose website will be given for AMC, directly.

31. Deliverables

(i) Delivery Period

- The **Development/ Migration/ Renovation of website** at test site/ staging server and installation / commissioning in production site as per following schedule:

	Description of activities	Schedule
1	The development/ Migration/ Renovation/ and security audit of basic website upto 50 pages	
i)	• On Test/ Staging server	12 weeks
ii)	• Security audit	04 weeks
iii)	• On production site	01 week
iv)	• Over 50 pages (additional time for addition 20 pages)	01 week per 20 pages

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- **Delivery start date is defined as the date of receipt of PO and all relevant contents / material for website from customer.**
- This delivery period mentioned in table 30 (i) above will be applicable for upto 25 websites. For more websites, the similar delivery period will be given for block of upto 25 websites.
- Modifications/testing of website as and when require will continue till the end of warranty period.
- **Completion date is defined as**
 - Installation report along with Acceptance Test Report (ATR) countersigned by user shall be submitted within 10 days from Date of Delivery.
 - Security audit report by CERT-in empaneled agency
 - Web accessibility (WCAG 2.0), responsiveness &/ or GIGW compliance validation by an independent organization (ie STQC) / GreenCloude etc or authentic tools like RPT, Appscan, W3C recommended Open Tools like A-Checker, WAVE etc
- Any delay by the supplier in the performance of delivery of items or/and non compliance of SLA shall render the supplier liable to any or all of the following sanctions :
 - (i) Forfeiture of its Performance Bank Guarantee (PBG),
 - (ii) Imposition of liquidated damage as per para 34 below or/and
 - (iii) Cancellation of the purchase order for default.
- Any delay in the supplies/installation would be reported to ERNET India and specific prior approval for delay with justification would be taken on case-to-case basis.
- Vendor/ bidders have to submit the basic design architecture and flow of website to an organization/customer/ ERNET for their acceptance before development.
- **Delay due to non-readiness of the website contents from Organization or delay in finalization of website design / architecture or due to any natural disaster will not be considered for liquidated damage.**
- The attachment of documents in any format like PDF/ Word/ scanned will not be counted as webpages for the purpose of accounting the cost of total website pages.
- Vendor has to supply the software code in CDs along with website. Customer whose website will be developed/renovated will be owner of software code and bidder will have no right on the developed code/ website

(ii) **Criteria for Acceptance**

The report on website completion shall be delivered to ERNET/ customer within 15 days of completion of website. As website will be deemed to have met all acceptance criteria when:

- Satisfactory completion certificate from the customer is submitted
- Security Audit certificate by CERT-in empaneled agency is submitted
- It is certified WCAG2.0(accessibility) and / or GIGW compliant and responsive by an independent organization/ certification tool

32. Warranty:

The comprehensive warranty of the website shall be for a **period of one year** from the date of acceptance of the website by respective organization whose website is developed/ or by ERNET India. The Warranty shall include on-site comprehensive free maintenance, updating website if required. The defects/bugs, if any shall be attended to on immediate basis but in no case any defect should prolong for more than 24 hours. Attending calls in case of any hacking, non-functional of website due to coding issues etc will be also be Governed by SLA

33. AMC:

All the prospective bidders have to quote for AMC of website, for a period of one year after the completion of warranty period. Bidder has to quote AMC cost in percentage of the cost of items quoted and that percentage will be applicable to each subpart. It is however, clarified that AMC price of one year would be included for price comparison and in deciding L1-L10 bidder. But the AMC prices will be valid for 4 years after warranty.

A separate PO for AMC will be issued on year to year basis or for a period upto 4 years **directly by organization/customer**, if required, after satisfactory warranty period.

Scope of AMC:

Maintenance, updating/ upgrading website as and when required. The defects/bugs, if any shall be attended to on immediate basis but in no case any defect should prolong for more than 24 hours.

Attending calls in case of any hacking, non-functional of website due to coding issues etc will also be governed by SLA.

34. Liquidated Damages:

If the supplier fails to deliver the website with respective compliance, testing and security audit within the period specified in the purchase order, ERNET India shall without prejudice to its other remedies, deduct as liquidated damage 2% of the price of the delayed products/website for every week subjected to maximum of 10%. If the company failed to complete the work of project and declared defaulted if it delayed beyond 5 weeks, then PBG will also be forfeited and the firm / company shall be black listed for future business with ERNET India or disqualified for the consideration of their bids in future.

35. Payment Terms:

- (a) **100%** Payment will be made after completion of satisfactory work and acceptance of developed/renovated website by ERNET's concerned officer/ customer.
- (b) The payment shall be made by cheque/RTGS/NEFT after submission of a pre-receipted bill in the name of Registrar & CPO, ERNET India, 10th Floor, Jeevan Prakash Building, 25, KG Marg, New Delhi – 110 001
- (c) In case of **AMC**, **payment will be made directly by the customer** whose website will be given for AMC
- (d) AMC payment will be made after satisfactory completion of services, on yearly basis.

36. Purchase order (PO)

Purchase order will be issued separately for specific website as per requirement specified in Annexure-2 at time to time as per rate contract and empanelment. Bidder has to submit PBG of 30% of total cost of each PO within 15 days of the placement of purchase order.

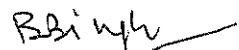
37. The bids will be processed of eligible firms only

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38. Eligibility Criteria

- (i) Bidder should have experience of at least two years (documentary proof) in development and maintenance of CMS based responsive websites. *Firm should also have experience of 1 year of making website GIGW/ or WCAG 2.0 compliant, conforming to atleast level – A*
- (ii) Documentary/ live proof of at least 5 websites that have been developed that are Responsive and CMS based and at least 5 websites that are WCAG2.0 level A / GIGW compliant
- (iii) Firm should be of CMMi level 3 / ISO 9001 certified company.
- (iv) Firm should have experience for Search Engine Optimization(SEO). Proof of the same should be attached (websites in which optimization has been done by the firm)
- (v) Manpower deployed for the website development should be trained on CMS/WCAG2.0 guidelines
- (vi) Bidder should have the Average Annual turnover of Rs5.Cr (Rupees Five Crore only) per year for last 2 years (FE 2013-14 , 2014-15) from software development/ IT services/website development
- (vii) Submission of Valid EMD
- (viii) Bidder should have given clause-by-clause compliance for the technical specifications/ requirements of the website in their technical bids.
- (ix) Comply all Terms & Conditions of the tender

Yours faithfully,


(Bhupal Singh)
Registrar & CPO

Annexure-I

1. Understanding of requirement :

To develop or revamp (as per the requirement) the existing website of the organization:

- To ensure compliance with “Guidelines for Indian Government Websites (GIGW) / and or WCAG 2.0 as per the requirement. It should be validated as explained above
- To integrate easy to use content management system (CMS) for easily managing overall content of the website
- To restructure content of the website to make it disabled friendly so that information is easily accessible to all
- To make site accessible on all platforms like windows, Linux, mobile phones, disables specific devices
- To ensure website security from hacking / defacing of website due to SQL injection or due any other coding defect/ patches. However owner of website/ organization will be responsible for network security
- To get security audit certificate from cert-in empaneled vendor

2. Scope of Work

ERNET India desires to enter into rate contract for developing CMS based responsive website and accessible to people with disabilities and /or conform to Government guidelines. The website must be user friendly and well defined and perfect architecture in accessing information. Hence, it is desired to develop or *convert/ migrate the existing* various state / central Government organizations/ University/ Colleges/ schools etc websites with following features:

- (i) Compliance with “Guidelines for Indian Government Websites (GIGW)”
- (ii) Compliance with Web Content Accessibility Guidelines (WCAG 2.0) level ‘A’, ‘AA’ & ‘AAA’
- (iii) Security audit of website
- (iv) The rate contract will be for any no. of websites.

Brief Description of scope of work:

❖ **Compliance with “Guidelines for Indian Government Websites (GIGW)”**

These guidelines will be applicable only for the Government Organizations. Agency may coordinate with the respective organization for specific requirement for implementing guidelines or fixing any deviation against guidelines of GIGW. Pl refer Annexure-1 for detailed guidelines and <http://web.guidelines.gov.in/default.php> (Pl create Login password in this website for detailed guidelines) .

❖ **Compliance with Web Content Accessibility Guidelines (WCAG 2.0) level ‘A’ and level ‘AA’ & AAA**

The latest WCAG 2.0 guidelines explains how to make web content accessible to *persons with disabilities* which are determined by 61 success criteria at three levels [Level A(25) + AA (13) + AAA(23) = 61] plus sub levels.

Reference of Conformance Levels:

- **Level A (Basic)** : This indicates the **basic level** of accessibility that any Webage **must** have.
- **Level AA (Recommended)** : This indicates an **intermediate level** of accessibility that any web page **should** have.

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- **Level AAA (Ideal)** : This indicates the highest level of accessibility that any web page can achieve.

For detailed WCAG2.0 Guideline, pl refer <http://www.w3.org/TR/WCAG20/> .

❖ **Specific conditions**

- The website should be supported by popular web browsers
- Website may have static, dynamic or combination of static and dynamic pages, and may include tendering process, online transactions etc. The Website may also have the facility to play audio and video files.
- The customer may need to change the content of the website time to time, however customer/ or webhosting agency will be responsible for uploading the contents at any frequency such that any time. Vendor will be responsible for problem resolution/ bug removing during warranty and not for content changes
- Customer or respective organization/ Dept will provide the website content, logos etc
- The website shall be developed for various organizations and website will be accessed on Internet by any number of users.
- Customer will be responsible for hosting of developed website however before going to production; the website should be audited by CERT-in empaneled agency. Vendor will be responsible for patches and bug removal after security audit. Customer may also get security audit of website directly as an option.
- The vendor should also provide facility to capture Website analytics and statistics: covering traffic reports, visitor analysis, duration analysis etc. during warranty period
- Initially the website will not have third party integration payment gateway / social media etc, however it may be required by a specific customer and vendor will have to facilitate integrate on extra cost if required.
- Website should have bilingual support – English and Hindi (UNICODE). The contents in English and Hindi will be provided by the organization for whom website is being developed/revamped
- Develop/revamp website accessible to person with disability and disabled friendly.
- Restructure overall content with proper tagging to make them screen reader friendly
- Develop Resolution independent design structure
- Easy access to the homepage should be provided from every page in the site
- All items should appropriately be aligned on the pages and layout should be consistent on all the related pages.
- Style and colour scheme should be consistent across the site
- A website's navigation scheme and features should allow users to find and access information effectively and efficiently
- For captcha related issues, non-graphic solutions:
 - Text description of images, visual / audio captcha, (ie out-of-the-box audio Captcha functionality engineered to be accessible and easily understandable)
 - Caption of video may be provided wherever applicable
 - Provision of Logical captcha as an alternative
- Accessibility of mobile platforms (like Android, Windows, iOS etc)
- General accessibility support
 - To make accessible all the notifications/circulars available on the government websites by strictly adhering Unicode Standard. For this purpose. (in addition to PDF, currently, EPUB is the best solution, which provides all the facilities related to accessibility).

- Text to Speech (TTS) feature to recognize digitally signed documents

❖ **Security Features**

- Vendor should ensure that all the modules being developed/revamped for website are error free and hack proof
- Security controls for the website would be in conformity with legal and regulatory standards/CERT-IN guidelines, IT Act, 2008 as amended by authority from time to time.
- Website should be a secured website https (verisign, Thwate etc) also. **SSL certificate will be procured by customer.**

❖ **Other Requirement**

- Training to the organization whose website is developed/ revamped should be provided. Vendor will provide the user manual detailing architecture and module of website
- Proper user manuals should be provided with deployment of the website

Review and acceptance Testing

- The website development/revamping work will be reviewed by ERNET official during its development/revamping.
- Acceptance testing will carried out w.r.t scope of work
- All defects found during review, compliance testing and security testing shall be fixed

Validation of GIGW and/ or WCAG2 compliance

- The website should be validated for WCAG accessibility/ and or GIGW rules through standard third party tools and submit the report (test pass) along with website.

3. Scope of AMC work (for one year extendable to 4 years after expiry of warranty period)

- Any changes related to layout, minor changes
- Content updation as per requirement
- Maintaining compliance to accessibility guidelines
- Maintaining compliance to GOI guidelines
- The payment will be made after satisfactory AMC service at the end of each year

4. Development/Migration platform for Websites as per BoM

1. Designing and developing accessible CMS based websites in compliance with WCAG2 and/or GIGW as defined in scope of work

OS Platform : Open source with tier 3 security architecture/Windows/Any as per customer requirement

Development Platform : Any CMS/Open source/ any or as per customer requirement

2. Migrating existing websites to accessible websites

i) Converting existing website to CMS based website

ii) Converting and improving the Accessibility of Existing Websites to WCAG2 and /or GIGW compliant

Platform:

Open Source/ MS Windows

Development Platform of Existing Websites:

HTML/CSS3.0 and JavaScript, Dot net, html5, Liferay/ or Word press, Drupal, Joomla, bootstrap (if responsive website), php, JQuery, Postgres or MySql, JAVA or ASP, etc

B

Annexure II

Price Schedule for the Development/ Migration / Renovation of Website to make it Responsive and WCAG 2.0 and / or GIGW Complaint.

To,
The Registrar & CPO,
ERNET India, 10th Floor, Jeevan Prakash Building,
25, K.G. Marg, New Delhi – 110 001.

Tender No. _____ Date of Opening
We _____ hereby certify that we are established firm in the field of software development. We hereby offer to supply the following items at the prices and within the period indicated below:

(Commercial Bid Format)

1. PART-1 : Website Development with GIGW Compliance

S. No.	Item	Unit Cost	Total units	Applicable Taxes	Total cost
1(i)	Development of new website (Windows/ Open source) – Purely Static upto 25 pages per website		200 sites		
(ii)	Development of new website (Windows/ Open source) – Purely Static - upto 50 pages per website		200 sites		
(iii)	Additional cost per page		25 pages		
2(i)	Development of new website (Windows/ Open source) – Dynamic + Static , upto 50 pages per website		200 sites		
(ii)	Development of new website (Windows/ Open source) – Dynamic + Static , upto 25 pages per website		200 sites		
(iii)	Additional cost per page		25pages		
3(i)	Renovation/migration of existing dynamic+ static websites of upto 50 pages		200 sites		
(ii)	Renovation/migration of existing dynamic+ static websites of upto 25 pages		200 sites		
4(i)	Renovation/migration of existing pure static websites upto 50 pages		200 sites		
(ii)	Renovation/migration of existing pure static websites upto 25 pages		200 sites		
	SubTotal A= (1+2+3+4)	-	-	-	
5	AMC of the website for one year (after warranty period) in terms of % of subtotal A) #	...%			
6	GIGW compliance validation/testing by STQC or any authorised agency		1 site		
	GRAND TOTAL I =(A + 5+6)				

will be applicable on individual line item

2. PART-2 : Website Development with WCAG 2.0 (Level-A & AA) Compliance

S. No.	Item	Unit Cost	Total units	Applicable Taxes	Total cost
1(i)	Development of new website (Windows/ Open source) – Purely Static upto 25 pages per website		200 sites		
(ii)	Development of new website (Windows/ Open source) – Purely Static - upto 50 pages per website		200 sites		
(iii)	Additional cost per page		25 pages		
2(i)	Development of new website (Windows/ Open source) – Dynamic + Static , upto 50 pages per website		200 sites		
(ii)	Development of new website (Windows/ Open source) – Dynamic + Static , upto 25 pages per website		200 sites		
(iii)	Additional cost per page		25pages		
3(i)	Renovation/migration of existing dynamic+ static websites of upto 50 pages		200 sites		
(ii)	Renovation/migration of existing dynamic+ static websites of upto 25 pages		200 sites		
4(i)	Renovation/migration of existing pure static websites upto 50 pages		200 sites		
(ii)	Renovation/migration of existing pure static websites upto 25 pages		200 sites		
	SubTotal B=(1+2+3+4)				
5	AMC of the website for one year (after warranty period) in terms of %of sub total B	...%			
6(i)	Security Audit of static website (Bilingual) by CERT-in empaneled agency *		1 site		
(ii)	Security Audit of “Dynamic + Static” website (bilingual) by CERT-in empaneled agency *		1 site		
	GRAND TOTAL II= (B +5+6)				

will be applicable on individual line item

B

3. PART-3 : Website Development with WCAG 2.0 (Level-A, AA, AAA) Compliance

S. No.	Item	Unit Cost	Total units	Applicable Taxes	Total cost
1(i)	Development of new website (Windows/ Open source) – Purely Static upto 25 pages per website		200 sites		
(ii)	Development of new website (Windows/ Open source) – Purely Static - upto 50 pages per website		200 sites		
(iii)	Additional cost per page		25 pages		
2(i)	Development of new website (Windows/ Open source) – Dynamic + Static , upto 50 pages per website		200 sites		
(ii)	Development of new website (Windows/ Open source) – Dynamic + Static , upto 25 pages per website		200 sites		
(iii)	Additional cost per page		25pages		
3(i)	Renovation/migration of existing dynamic+ static websites of upto 50 pages		200 sites		
(ii)	Renovation/migration of existing dynamic+ static websites of upto 25 pages		200 sites		
4(i)	Renovation/migration of existing pure static websites upto 50 pages		200 sites		
(ii)	Renovation/migration of existing pure static websites upto 25 pages		200 sites		
	SubTotal C= (1+2+3+4)				
5	AMC of the website for one year (after warranty period) in terms of % of subtotal C #				
6(i)	Security Audit of static website (Bilingual) by CERT-in empaneled agency *		1 site		
(ii)	Security Audit of “Dynamic + Static” website (bilingual) by CERT-in empaneled agency *		1 site		
	GRAND TOTAL III = (C +5+6)				

will be applicable on individual line item

4. PART-4 : Website Development with WCAG 2.0 (A, AA) and GIGW Compliance

S. No.	Item	Unit Cost	Total units	Applicable Taxes	Total cost
1(i)	Development of new website (Windows/ Open source) – Purely Static upto 25 pages per website		200 sites		
(ii)	Development of new website (Windows/ Open source) – Purely Static - upto 50 pages per website		200 sites		
(iii)	Additional cost per page		25 pages		
2(i)	Development of new website (Windows/ Open source) – Dynamic + Static , upto 50 pages per website		200 sites		
(ii)	Development of new website (Windows/ Open source) – Dynamic + Static , upto 25 pages per website		200 sites		
(iii)	Additional cost per page		25pages		
3(i)	Renovation/migration of existing dynamic+ static websites of upto 50 pages		200 sites		
(ii)	Renovation/migration of existing dynamic+ static websites of upto 25 pages		200 sites		
4(i)	Renovation/migration of existing pure static websites upto 50 pages		200 sites		
(ii)	Renovation/migration of existing pure static websites upto 25 pages		200 sites		
	SubTotal D= (1+2+3+4)	-	-	-	
5	AMC of the website for one year (after warranty period) in terms of % of -sub total D#	...%	-	-	
6	GIGW compliance validation/testing by STQC or any authorised agency		1 site		
	GRAND TOTAL IV= (D + 5+6)				

will be applicable on individual line item

B

5. PART-5 : Website Development with WCAG 2.0 (A, AA, AAA) and GIGW Compliance

S. No.	Item	Unit Cost	Total units	Applicable Taxes	Total cost
1(i)	Development of new website (Windows/ Open source) – Purely Static upto 25 pages per website		200 sites		
(ii)	Development of new website (Windows/ Open source) – Purely Static - upto 50 pages per website		200 sites		
(iii)	Additional cost per page		25 pages		
2(i)	Development of new website (Windows/ Open source) – Dynamic + Static , upto 50 pages per website		200 sites		
(ii)	Development of new website (Windows/ Open source) – Dynamic + Static , upto 25 pages per website		200 sites		
(iii)	Additional cost per page		25pages		
3(i)	Renovation/migration of existing dynamic+ static websites of upto 50 pages		200 sites		
(ii)	Renovation/migration of existing dynamic+ static websites of upto 25 pages		200 sites		
4(i)	Renovation/migration of existing pure static websites upto 50 pages		200 sites		
(ii)	Renovation/migration of existing pure static websites upto 25 pages		200 sites		
	SubTotal E= (1+2+3+4)				
5	AMC of the website for one year (after warranty period) in terms of % of subtotal E#	...%			
6	GIGW compliance validation/testing by STQC or any authorised agency		1 site		
	GRAND TOTAL V= (E + 5+6)				

will be applicable on individual line item

*Customers will have the option to get security audit of website directly by themselves through CERT-in empaneled agency directly.

Note: The order will be awarded on item basis (all or any items of BoM) in any of the part.

Total Units are indicative only for calculations for L1-L10 bidder

Individual Order will be placed on actual requirement on time to time during the contract period

- It is hereby confirmed that we have understood the terms and conditions of the tender and have thoroughly examined specifications and are thoroughly aware of the type of website required and our offer is to supply goods strictly in accordance with the requirement and terms and conditions of the tender. We agree to abide by the terms and conditions of the tender if the contract is awarded to us.
- L1 to L10 bidders will be finalized separately for each part (1 to 5) of Annexure II. L1,L2...L10 will be evaluated on Grand Total in each part

(Signature and seal of Manufacturer/Bidder)

Dated _____ 2015

B

Service Level Agreement

Terms of the Service Level Agreement would be as under:

1. The supplied website should be under one year on site free comprehensive warranty
2. Bidder guarantees that for the supplied website fault/bugs or downtime should not exceed 1% average on a yearly basis for 24x7x365 days operation
3. The permissible downtime of 1% will further be subject to maximum downtime of 24 hours at a stretch at any instance. The maximum time to repair (MTTR) to any complaint or downtime of the website will not exceed 24 hrs. However, prior exception to the above MTTR/downtime shall be taken from ERNET on case-to-case basis.
4. In case of any hacking, defacing of website, vendor must promptly recover the websites by taking necessary steps immediately.
5. During the warranty: In case the maximum time to repair supplied software/website or downtime exceeds the above-mentioned duration (24 hrs) then penalty clause at clause 5 (a) below will be enforced. The same penalty clause will also be enforced in case the downtime exceeds the permissible total downtime as stated above at clause 2
 - (a) Penalty clause for non conformance to above SLA:
 ERNET India/End user may deduct Rs.300/- (Rupees Three Hundred Only) from the due payments or recovered from Performance Security as the case may be for every 1 hours of down time at a stretch or in part up to total down time of 10 hours. Beyond 10 hours of down time, ERNET India/End user may deduct Rs.500/- (Rupees Five Hundred Only) from the due payments or recovered from Performance Security as the case may be for every 1 hour of down time at stretch or in parts.
 In any case, if the website is not made operational for 5 days from the time of reporting of fault, the Performance Security submitted by the Bidder to ERNET India shall be invoked. Any payments (payable to Bidder) shall not be paid too. This will be deemed to be an event of default and ERNET India may terminate the contract.
6. The delay due to force majeure conditions, National Holidays, Sundays, Closure of site/non accessibility of site shall be excluded from the penalty subject to submission of notice/letter/document duly endorsed by concerned authorities.
7. The Downtime of the equipment starts from the time ERNET India's/customer complaint is logged in at the bidder address as provided by the bidder for escalating complaints. Any delay in escalating complaint shall be excluded from the availability calculations.
8. Bidder should provide a satisfactory certificate duly signed and stamped by the user after completion of warranty period failing which payment will not be released till then.

B

GIGW Guidelines**1. Government of India Identifiers**

S.No.	GUIDELINE	REF. No.	Compliance
1	Association to Government/ Organization is demonstrated by the use of Emblem/ Logo, prominently displayed on the homepage of the website.	2.1.1	
2	Ownership information is displayed on the homepage and on all important entry pages of the website	2.1.2	
3	Complete and self-explanatory title of the homepage (appearing on the top bar of the browser) is provided.	2.1.6	
4	Website is registered under "gov.in" or "nic.in" domain. in case of Govt organization or ac.in, edu.in , res.in and विद्या.भारत in case of educational institutions	2.2.1	
5	Website provides a prominent link to the "National Portal" from the Home Page and Pages belonging to National Portal load in new browser window.		

2. Building Confidence

S.No.	GUIDELINE	REF. No.	Compliance
6	Website has a Copyright Policy, prominently displayed on the homepage.	3.1.1	
7	Due permissions have been obtained for publishing any content protected by copyright.	3.1.4	
8	Source of all documents, whether reproduced in part or full, is mentioned.	3.1.5	
9	Website has a comprehensive Hyper Linking Policy.	3.2.1	
10	Clear indications are given when a link leads out to a non -government website.	3.2.5	
11	The mechanism is in place to check the accuracy of Hyperlinked Content.	3.2.8 4.3.4(c)	
12	Mechanism is in place to ensure that there are no "broken links" (internal as well as external) or "Page not found" errors.	3.2.9	
13	Website has a comprehensive Terms & Conditions statement, linked from all important pages.	3.3.1	
14	Terms & Conditions statement disclaims responsibility of the content sourced/ linked from a non-Government website and clearly indicates whether information available on the site can be used for legal purposes or not.	3.3.3 3.3.4	
15	Website has a Privacy Policy linked from all the relevant pages.	3.4.2	
16	All electronic commerce transactions are handled through secure means.	3.4.4	

3. Scope of Content

Primary Content

S.No	GUIDELINE	REF. No.	Compliance
About us			
17	All information about the department, useful for the citizen and other stakeholders, is present in the "About Us" section and mechanism is in place to keep the information up to date.	4.2.1	
Schemes			
18	The complete title of the Scheme is reflected.	4.2.3(b)	
19	Website provides a complete description of the scheme along with the procedure for obtaining the associated benefits.	4.2.3(e)	
20	The validity of the scheme has been mentioned.	4.2.3(f)	
Services			
21	Self explanatory title of the service is published.	4.2.4(b)	
22	The website provides a complete description of the service along with the procedure to apply for/avail the same.	4.2.4(d)	
Forms			
23	The website provides the complete title of the form along with the purpose it is used for.	4.2.5(b)	
24	Language of the Form (other than English) is mentioned clearly.	4.2.5 (c)	
Acts			
25	The complete title of the Act (as written in the official notification) is mentioned.	4.2.6(a)	
Documents			
26	The complete title of the Document is mentioned on the website.	4.2.7 (c)	
27	The language of the Document (other than English) is mentioned clearly.	4.2.7(e)	
28	Validity of the Document has been mentioned.	4.2.7(f)	
Circulars and Notifications			
29	The official title of the Circular/ Notifications is mentioned.	4.2.8(a)	
30	Validity of the Circular/ Notification is mentioned.	4.2.8(d)	
Tenders and Recruitment			
31	Mechanism is in place to ensure that all Tender/ Recruitment Notices issued by the Department are published on the website.	4.2.9 4.2.10	
32	Website provides a complete description of the Tender/ Recruitment notice along with the procedure to apply for the same.	4.2.9(a) 4.2.10(d)	
33	Mechanism is in place to ensure that information on old/irrelevant Tender/ Recruitment notices is removed or moved into the archive section.	4.2.9(d) 4.2.10(g)	
News and Press Releases			
34	News / Press releases are displayed along with the date and these are organized as per the archival policy of the website.	4.2.11	
Contact Us			
35	Website has a "Contact Us" page, linked from the Home Page and all relevant places in the website.	4.2.12(a)	

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36	The complete contact details of important functionaries in the Department are given in the "Contact Us" section.	4.2.12(c)	
Presence on the National Portal			
37	Mechanism is in place to ensure that all the Citizen Services, Forms, Documents and Schemes are registered with the respective repositories of the National Portal.	4.2.13	

Secondary Content

S.No.	GUIDELINE	REF. No.	Compliance
38	Mechanism is in place to ensure that all outdated announcements are removed from the website or moved to archive.	4.3.2(a)	
39	All Discussion Forums on the website are moderated.	4.3.3 (c)	
40	For every related link, the complete URL of the Home Page/concerned webpage is provided.	4.3.4(b)	

Tertiary Content

S.No.	GUIDELINE	REF. No.	Compliance
41	Feedback is collected through online forms and mechanism is in place to ensure timely response to feedback/queries received through the website.	4.4.5(a) 4.4.5(c)	
42	The website has a readily available Help section.	4.4.6	
43	Complete information including title, size (playing time for audio/video), format, usage instructions and plugin to view the file is provided for downloadable material including documents.	4.4.7(a) 6.7.1 (a) 6.7.1 (b)	
44	Mechanism is in place to ensure that all downloadable material is free from virus.	4.4.7(c)	
45	Minimum content as prescribed in the guidelines is present on the homepage.	4.5.1	
46	Subsequent pages of the website have the minimum content as prescribed in the guidelines.	4.5.2	
47	Website is free from offensive/discriminatory language.	4.7.2	

4. Quality of Content

S.No.	GUIDELINE	REF. No.	Compliance
48	Content is compiled and packaged with citizen orientation.	5.1.1	
49	The Department has a Content Contribution, Moderation and Approval Policy (CMAP) for the website.	5.2.1	
50	Home page and every important entry page of website displays the last updated /reviewed date.	5.2.2	
51	Department has a Content Review Policy (CRP) for the website.	5.2.3	
52	All Documents/Reports have a time stamp at least on the main page.	5.2.5	
53	The Departments have a clearly laid out Content Archival Policy (CAP) for the website.	5.2.6 10.4	
54	Clear and simple language has been used throughout the website.	5.3.1	
55	The language is free from spelling and grammatical errors.	5.3.6	
56	Whenever there is a change in the language of a web page it has	5.3.8	

	been clearly indicated.		
57	Consistency in nomenclature is maintained across the website.	5.4.2	
58	All information, which is of direct importance to the citizen, is accessible from the Homepage.	5.6.1	
59	Information structure and relationship is preserved in all presentation styles.	5.6.2	
60	The meaningful reading sequence is preserved in all presentation styles.	5.6.3	
61	Documents / pages in multiple languages are updated simultaneously.	5.7.2	

5. Design

S.No.	GUIDELINE	REF. No.	Compliance
62	Visual/textual identity elements highlighting the Government's ownership of the website are prominently placed on the page.	6.1.1	
63	A consistent page layout has been maintained throughout the website.	6.2.1	
64	National identity symbols like Flag, National Emblem etc., are in a proper ratio and colour.	6.3.1	
65	Hindi/regional language fonts have been tested on popular browsers for any inconsistency (loss of layout).	6.4.3	
66	Web pages allow resizing of text without the use of assistive technology.	6.4.5	
67	Text is readable both in electronic and print format and the page prints correctly on an A4 size paper.	6.4.6	
68	There is adequate contrast between text and background colour.	6.5.1	
69	All information conveyed with color is also available without color.	6.5.4	
70	Alternate text is provided for non text elements (e.g. images).	6.6.4	
71	Websites provide textual description of audio/video clips & multimedia presentation.	6.7.2(a)	
72	Caption have been provided for all important audio content.	6.7.2(b)	
73	Web pages do not contain any content that flashes for more than three times in a second.	6.7.3(a)	
74	There is a mechanism to control scrolling, blinking content.	6.7.3(b)	
75	There is a mechanism to control (stop, pause...) audio that starts automatically.	6.7.3(c)	
76	All pages on the website have a link to the home page.	6.8.1	
77	The positioning and terminology used for navigation items and navigation scheme is consistent across the website.	6.8.2	
78	There are no links to "under construction" pages.	6.8.4	
79	Each page is a standalone entity in terms of ownership, navigation and context of content.	6.8.5	
80	Web pages allow the user to bypass repeated blocks of content.	6.8.8	
81	Website has either a "search" box or a link to a "search" page from every page of the website.	6.9.1	
82	Website has an up to date Site Map that is linked to the Home page as well as to all important entry pages of the website.	6.10.1	
83	If the site uses frames, each frame is properly titled.	6.11	

6. Development

S.No.	GUIDELINE	REF. No.	Compliance
84	Website uses Cascading Style Sheets to control layouts/styles.	7.2.1	
85	Website is readable even when style sheets are switched off or not loaded.	7.2.2	
86	Web pages are usable even when scripts, applets etc are turned off.	7.3.2	
87	Documents are provided either in html or other accessible formats. Instructions / Download details for viewing these formats are provided.	7.4.2(a)	
88	In content implemented using markup languages the elements have been use according to specification.	7.5(a)	
89	Lables have been provided when content requires input from the users.	7.5(b)	
90	Time limit for time dependent web functions can be adjusted by the user (also refer exceptions).	7.5(c)	
91	Instructions for operating/understanding content do not rely solely on characteristics like shape size location etc.	7.5(d)	
92	All input errors are flashed in text.	7.5(e)	
93	Functionality of content is operable through keyboard.	7.5(f)	
94	Focus is not trapped in any component while navigating through keyboard only.	7.5(g)	
95	Purpose of each link is clear to the user.	7.5(h)	
96	When any component receives focus it does not initiate change in context.	7.5(i)	
97	Changing the setting of a component does not change the context unless the user has been informed of the same.	7.5(j)	
98	Metadata for page like title, keywords, description and language is appropriately included.	7.5(k) 9.1.2	
99	Data tables have been provided with necessary tags/markup.	7.5(l)	
100	All components receive focus in an order that preserves the meaning/operation.	7.5(m)	
101	Role of all interface components can be programatically determined.	7.5(n)	
102	The website has been tested on multiple browsers.	7.6(b)	
103	Website has cleared Security Audit by certified agency and has a Security Policy. Applications configured to send mail are enabled over SMTP - AUTH.	7.7.1 7.7.2 7.7.3	

7. Website Hosting

S.No.	GUIDELINE	REF. No.	Compliance
104	Websites are accessible to the intended audience in an efficient and secure manner on 24x7 basis.	8.2.1	
105	The Hosting Service Provider possesses state-of-the art multi-tier security infrastructure as well as devices such as firewall and intrusion prevention systems.	8.2.1(a) 8.2.1(b)	
106	The Hosting Service Provider has redundant server infrastructure	8.2.1(c)	

	for high availability.		
107	The Hosting Service Provider performs regular backup of the website.	8.2.1(d)	
108	The Hosting Service Provider has a Disaster Recovery (DR) Centre in a geographically distant location and a well crafted DR plan for the website.	8.2.1(e)	
109	Web Hosting Service Provider provides Helpdesk & technical support on 24x7x365 basis.	8.2.1(i)	
110	All possible security measures have been taken to prevent defacement/hacking of the website and the department has contingency plan in place for situations like these.	8.3	

8. Website Promotion

S.No.	GUIDELINE	REF. No.	Compliance
111	Website ranks in the first five results on major search engines when searched with relevant keywords.	9.1	
112	It has been ensured that all stationery of the department as well as advertisements/public messages issued by the concerned Department prominently display the URL of the web site.	9.2.1 9.2.2	

9. Website Management

S.No.	GUIDELINE	REF. No.	Compliance
113	Department has nominated a Web Information Manager as defined in the guidelines.	10.1.1	
114	The website has a website monitoring policy.	10.3	
115	All policies and plans are approved by Head of Department.	10.7	

Note: Reference No. in column-2 above may be referred at <http://web.guidelines.gov.in/default.php> for fulfilling in column 3.

B

WCAG 2.0 Compliance

WCAG 2.0 : Level A : Compliance/ Success

Guideline	Summary	Compliance
1.1.1 – Non-text content	Alternatives for non-text content	
1.2.1 – Audio-only and video-only (pre-recorded)	Text transcripts or audio descriptions for media	
1.2.2 – Captions (pre-recorded)	Captions for video	
1.2.3 – Audio description or media alternative (pre-recorded)	Text transcripts or audio descriptions for media	
1.3.1 – Info and relationships	Webpage is formatted correctly and in order	
1.3.2 – Meaningful sequence	Webpage is readable and navigable in logical order	
1.3.3 – Sensory characteristics	Use more than one sense for instructions	
1.4.1 – Use of colour	Colour is not the only identifier	
1.4.2 – Audio control	Controls for audio over 3 seconds	
2.1.1 – Keyboard	Website can be navigated by keyboard only	
2.1.2 – No keyboard trap	Keyboard users don't get stuck	
2.2.1 – Timing adjustable	Webpages with time limits have time controls	
2.2.2 – Pause, stop, hide	Controls for moving content over 5 seconds	
2.3.1 – Three flashes or below	Webpage doesn't flash more than 3 times/second	
2.4.1 – Bypass blocks	Provide a 'Skip to content' link	
2.4.2 – Page titled	Helpful pages titles	
2.4.3 – Focus order	Webpage is navigated in a logical order	
2.4.4 – Link purpose (in context)	Link purpose is clear from link text or context	
3.1.1 – Language of page	Webpage has a language assigned	
3.2.1 – On focus	Focus does not change the context of elements	
3.2.2 – On input	Input does not change the context of elements	
3.3.1 – Error identification	Input errors are clearly identified	
3.3.2 – Labels or instructions	Elements are labelled and instructions given	
4.1.1 – Parsing	No major HTML errors	
4.1.2 – Name, role, value	All elements built for web accessibility	

WCAG 2.0 : Level AA (Intermediate)

Guideline	Summary	Compliance
1.2.4 – Captions (live)	Add captions to live video	
1.2.5 – Audio description (pre-recorded)	Audio descriptions for media	
1.4.3 – Contrast (minimum)	Text and background have at least 4.5:1 contrast	
1.4.4 – Resize text	Users can resize text up to 200%	
1.4.5 – Images of text	No images of text where text can be used	
2.4.5 – Multiple ways	Offer several ways to find pages on your site	
2.4.6 – Headings and labels	Use clear headings and labels on all pages	
2.4.7 – Focus visible	Ensure keyboard focus is visible	
3.1.2 – Language of parts	Tell people when the language of a page changes	
3.2.3 – Consistent navigation	Use menus in the same places across your site	
3.2.4 – Consistent identification	Icons and buttons are consistently identifiable	
3.3.3 – Error suggestion	Suggestions are made to help users correct input errors	
3.3.4- Error prevention (Legal, financial, data)	Techniques are used to reduce the risk of data input errors	

WCAG 2.0: Level AAA (Advanced)

Guideline	Summary	Compliance
1.2.6 – Sign language (pre-recorded)	Add sign language translations to pre-recorded videos	
1.2.7 – Extended audio description (pre-recorded)	Add further audio description when the audio requires pausing	
1.2.8 – Media alternative (pre-recorded)	Ensure text transcripts exist for media	
1.2.9 – Audio only (live)	Add captions to live audio-only broadcasts	
1.4.6 – Contrast (enhanced)	Text and background have at least 7:1 contrast	
1.4.7 – Low or no background audio	Audio is not distorted by background noise	
1.4.8 – Visual presentation	Offer options for users to customise their visual experience	

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1.4.9 – Images of text (no exception)	Avoid using images of text	
2.1.3 – Keyboard (no exception)	Whole website is accessible by keyboard	
2.2.3 – No timing	No time limits on user actions	
2.2.4 – Interruptions	Don't interrupt your users' experience	
2.2.5 – Re-authenticating	Save user data when asking for re-authentication	
2.3.2 – Three flashes	No flashing content	
2.4.8 – Location	Use things like breadcrumbs to help users navigate	
2.4.9 – Link purpose (link only)	Make links clear from their text	
2.4.10 – Section headings	Break up content with subheadings	
3.1.3 – Unusual words	Explain any unusual words to your users	
3.1.4 – Abbreviations	Explain any abbreviations to your users	
3.1.5 – Reading level	Write content that users with 9 years of schooling can understand	
3.1.6 – Pronunciation	Explain any words that are hard to pronounce to your users	
3.2.5 – Change on request	Don't change things until your users ask for them	
3.3.5 – Help	Add clear and detail help instructions to your website	
3.3.6 – Error prevention (all)	Require users to confirm all data submissions	

Note: Please refer WCAG 2.0 document from open source for understanding complete guidelines (1.1 to 4.1) and to conform all compliances.