State Water and Sanitation Mission (SWSM)

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Notice

Sub: - Creating a new website for the State Water and Sanitation Mission

A new website is requested to be created for the office of State Water and Sanitation Mission, 1st Floor, CIDCO Bhawan (South Chamber), Belapur, Navi Mumbai under the Department of Water Supply and Sanitation. The estimated cost of creating a new website, its maintenance and repair as per Specification for Design and Development of Website should be provided. Specification for Design and Development of Website is being given along with.

Enclosure: Specification of Work

Under Secretary,
WS-25, Jal Jeevan Mission
State Water and Sanitation Mission

Specification of Work

1. Introduction

State Water and Sanitation Mission (SWSM) previously known as Water Sanitation and Support Organization (WSSO) works under Water Supply and Sanitation Department, Government of Maharashtra to implement various rural water and sanitation programs of Government of Maharashtra and Government of India. The organization is currently implementing GoI's Jal Jeevan Mission, Swachha Bharat Mission (Gramin), Mukhymantri Rural Drinking Water Program in rural water and sanitation sector.

To publicly available information of various programs, activities, announcement related to SWSM, it is necessary to have an informatic website. Currently, department is having a website which was design for Water Sanitation and Support Organization (WSSO). But as of now WSSO is converted into State Water and Sanitation Mission (SWSM) hence the organization is envisaging to design new website with new features and contents.

I. Existing Website

The existing website of SWSM can be viewed as https://wsso.in. It is a static website. The existing website provide basic information about Water Sanitation Support organization through various sections / web pages / images. The site provides information on history and background about the institute, various programs run under WSSD like NRDWP, MRDWP & SBM, as well as Tenders, recruitments / jobs, notices etc. The site presently lacks updated information as per the new program like Jal Jeevan Mission.

II. Vision of New website

SWSM is envisaging to develop CMS based website which would reflect the achievement of various programs, information of various officials' notifications, tenders, etc. More details are given in this document.

2. Scope of work

The modern and dynamic website is aimed to be developed, which will highlight achievement of SWSM in various water and sanitation programs also should be more informatic in view of notices, news, tenders, etc. The website should be CMS based which allowed to update content of existing pages including photos, videos, documents, links etc. and design new pages.
Along with its usual core skills, the service provider will be required to position SWSM's website with-

(i) Responsive design (must support responsive web design and multi-channel rendering of contents and applications on smartphones, tablets, desktops without duplication of code or logic),
(ii) Visually attractive and easy to navigate design,

(iii) Search Engine Optimization (SEO) based design strategy.

A. Components

The project shall be implemented within a period of maximum 60 days or earlier and it shall be followed by an Operations and Maintenance phase of 6 Months from the date of Go-live. The broad components of the project are as follows:

- Design and development of Website- maximum 60 days
- Operation and Maintenance- 6 months after website is live
- Training to Organizational User- As per Organization requirement

I. Design and Development of Website/ Portal

a. Planning

Within one week from work order issued, the selected agency shall submit a detail project plan including the following:

- Project Organization and Management Plan
- Design and Development plan
- Pre-commissioning, Operational and User Acceptance Testing Plan
- Delivery and Installation Plan
- Training Plan
- Risk Management Plan
- Operations and management plan
- Task, Time, and Resource Schedules
- Technical Support Plan

b. Scope of Content

SWSM Portal will be the primary source of information for the Citizens and other stakeholders. It is thus important that comprehensive, correct and up to date information is made available over the portal. SWSM Portal will have following type of contents.

i. Primary Content

Primary content shall be original content that is sought by target audience of the website which could be citizens, business community, overseas citizens or other government departments or even government employees. This will include information about the department, various schemes & programs of the department, documents, form however not limited to these only. The section will include: -

- ➢ About us
    - About_SWSM

- ➢ Organogram
    - ■ Institutional Structure in Maharashtra's RWSS Sector
    - ■ State Water and Sanitation Mission
- ➢ Programs
    - ■ Jal Jeevan Mission
    - ■ Swachh Bharat Mission
    - ■ MRDWP
- ➢ Important Documents
    - • Reports
    - • GR
    - • Procurement Guidelines
- ➢ Download
- ➢ Complaints and Suggestion
    - • Right To Services
    - • Grievances Redressal
    - • Right To Information
- ➢ Dashboard
    - • JJM
    - • SBM
- ➢ Workshop and Training
- ➢ Letters/circulars
- ➢ Tenders

The above is an indicative list. The website agency is expected to bring more ideas to this section based upon experience.

ii. Secondary Content

Secondary content is generated from the assortment, packaging of primary content to suit the requirement of different audience, events and occasions examples of such content are advertisements/banners/spotlight/media gallery/related sites.

- ➢ Image Slider
- ➢ Photo Gallery
- ➢ News & Announcement
- ➢ Important Links
- ➢ Usage Policy
- ➢ Social Connectivity

iii. Tertiary content

Information about the primary and secondary content forms a part of the tertiary content/ This includes: -

➢ Disclaimer and Policies

➢ Accessibility Statement

➢ Citizen Charter

➢ Sitemap

➢ Help

➢ Contact us

c. General Requirements

Services: -SWSM envisages providing multiple services to the stakeholders through the portal. These will include:

1) **Search:** Citizen and portal users should be able to search within portal. The portal should provide metadata and full text search based on search functionality/ For providing search functionality the Portal should comply within defined processes for defining metadata, managing metadata schema changes and master data changes. Search must allow the archived content to be included (or excluded). Advanced search facility based on multiple filters should be provided. Search option should be bilingual.

2) **Content Management:** The agency should provide simplified user interface to Edit/Update content of existing pages and create new web pages. Contents must be in Unicode format. Content Management System should have following features or capabilities:

• Content Authoring, Publishing, Delivery, Content Storage Management, Content exit and Archival Should have preconfigured generic templates and workflows for the content management Distributed authorship of portal content across divisions.

• Separation of content from presentation, which allows authors to focus on content rather than web design.

• Management of revision, approval, publishing, and archiving processes in an easy and automated manner.

• Centralized template management for consistency within portal.

• Content repurposing for different audiences and different interfaces.

• Facilitated metadata generation and management which enables effective content discovery. Content storage management of all types of content; text graphic, audio, video etc. • In context contribution, purview, updates, and approvals.

• Native content conversion to web formats. Both dynamic and scheduled publishing models. • CMS should be able to generate content feeds.

• CMS should be able to be integrated with any workflow systems, which supports e-forms.

3) **Print & Download:** Facility to print the contents of page with

prescribed Header should be available. Download facility should be available on all pages in word, pdf format.

d. Technical Requirements

The website development approach should conform to the best practices in the website development and web application maintenance industry in line with Govt. of India Guidelines for Indian Government Websites prepared by Maha - IT.
It should ensure the following:

- Adherence to commonly accepted standards and practices, including W3C compliance. • Using latest website design technologies like HTML5 or higher with acceptability on all current user technology platforms; browsers, operating systems, and client systems.
- Website should be developed with gov.in or Maharashtra.gov.in extension. • Website should run independent of IP Address. i.e. IP Addresses should be not be hard coded in the source code/configuration.
- Website should be IPv6 compliant.

- Website should be able to open in all six ways. For example,

  a. https://www.maharashtra.gov.in

  b. http://www.maharashtra.gov.in

  c. www.maharashtra.gov.in

  d. https://maharashtra.gov.in

  e. http://maharashtra.gov.in

  f. maharashtra.gov.in

- Website should be running on SSL i.e. http request should automatically get redirected to https.
- Website should be compatible to run on multi server environment for load sharing • Website should be compatible for accessibility from any device, any Operating System and any browser.
- Platform used for Website such as OS, DB, Java, etc. software should be minimum N-1 where N is the latest version prevailing.
- Intellectual Property Rights (IPR) should be with the Department.

- Logging to be enabled for Web Server / DB Server.

- Password should not be hardcoded in any website configuration files or stored in plain text. Passwords should be properly hashed and salted to reduce the effectiveness of password cracking.

e. Security

The agency will ensure and provide the following security features:

- Tools for control and monitoring website application security.

- Protection against defacement and hacking of the application.

- Design should incorporate security features to protect the site from

Session Hijacking, SQL injection, Cross scripting, Denial of Service etc.

f. Integration

The website should be ready to consume web services and integrate with different web applications. Also, the website shall be capable of creating/ exposing web services for complete application content.

g. Content Language

The website shall be in bilingual (English & Marathi). This includes administrative modules for the field agents to seed/upload data. MIS and reports at HO's level will be in English only. The website will also have videos, photographs, multimedia presentations and interactive tools. Print and download facility should be available on all pages.

h. UAT, Security Audit and Hosting

The Agency shall be responsible for Security audit; DNS providing and mapping; SSL certification & hosting of website on server. However, server will be provided by the department.

➢ UAT

The primary goal of Acceptance Testing and Certification is to ensure that the Project meets requirements, standards, specifications, and performance.

The website agency will be responsible for:

1. Prepare and submit detailed UAT plans/ formats/ FAT

2. Prepare various use cases and scenarios with results

3. Assist SWSM in carrying out user acceptance of the solution.

4. Rectify hardware and software issues/bugs reported during testing up to the satisfaction of SWSM. Final approval/ user acceptance of the system will be given by SWSM after successful implementation and testing.

➢ Hosting -

1. For development and UAT phase website agency should use own hosting environment by their own cost.
2. Bidder required to provide DC + DR hosting service for Go-live of the application as per the   guideline for Indian Government Website.
The arrangement for the cloud shall be made by the website agency. The cost related to cloud services shall be paid to the website agency on actual basis.
➢ Security Audit -

The website agency should carry out Security Audit of the system and incorporation of feedback/ bugs. The cost towards conducting this security audit should have to be borne by the website agency.

➢ Go-Live

Go-Live of website refers to the commissioning of the website and shall be accomplished when all activities, including:
1. Development of CMS based website.

2. UAT completion and incorporation of all feedback received during the UAT. 3. Security Audit completion
4. DNS availability & SSL certificate completion.

5. Hosting of website on cloud.

II. Training

The agency must ensure that SWSM website manager or Officer nominated to manage the website is adequately trained on all modules.
User manuals shall be made available in printable format including but not limited to navigation of the application, content update, media upload, menu addition and etc. The training manual should be updated each time a new module/functionality/upgrade happens on the system.

III. Data Ownership

The ownership of entire data hosted in the SWSM website, in all forms including text, data, graphics, animations, audio/video content, etc., will rest only with SWSM even if the service provider facilitates hosting the content on the website on a server owned by the service provider. Similarly, the ownership of all source code of website/ software used for the purpose of hosting the content on SWSM website would rest with SWSM.

The agency shall submit the source code of the developed portal to the Department within 15 days from the date of acceptance of the system. The source code supplied to the Department shall at all times be a complete, accurate, and up-todate copy corresponding exactly to the current production release of the software.

IV. Operational Acceptance

Successful completion of the contract will be gauged through a series of formal acceptance tests performed on all aspects of the system/sub systems:
1) Agency must host the services from its own testing server.

2) The integration should be completed before the official launch of the application.

3) In the go-live phase, agency will have to manage and roll out a beta stage where the system will be made available and restricted only to the users in the department through an appropriate mechanism on the web, and conduct user acceptance testing of the System based on test cases developed by the agency.

4) Post this, SWSM portal will be officially launched, and operational acceptance will be complete.

5) The Successful bidder must agree to above criteria for complete system

acceptance and further agrees that: -

• It will provide without additional charge to SWSM and in a timely manner, all additional services and products not identified and accounted within the proposal as may be necessary to correct all problems which are preventing acceptance.

• In order to accept the system, SWSM must be satisfied that all of the work has been completed and delivered to SWSM's complete satisfaction and that all aspects of the system perform acceptably. The functional/logical acceptance of the system will only be certified when the proposed system is installed and configured according to the design and that all the detailed procedures of operating them have been carried out by the agency in the presence of SWSM staff.

V. Operation and maintenance

Agency would be required to provide off-site Warranty, Maintenance, and Technical Support from the date of issue of completion certificate, and Annual maintenance of website/ application with onsite technical support as required.

O&M shall mainly include: -

1. Content updation.

2. Web page creation.

3. Defect/bug resolution.

4. User Manual updation

5. Providing all software updates and patches released by the hardware OEM, update and   patch management, resolution of any issues/problems with the hardware etc.

6. Deploy adequate facilities management personnel to maintain the Portal as per the service level requirements including servicing/updation and maintenance of IT assets.

The agency is expected to maintain the complete website both technical and application for overall 6 months subject to satisfactory performance of the agency which will be evaluated at the end of three months. The AMC will include any content update, upload or any minor or major change in website.

SWSM reserves the right to change the service provider for maintenance with one month notice period. The source code along with other software/data required to migrate the entire website from the current service provider to the service provider/ representative as informed by SWSM, would have to be provided to SWSM and handhold/ facilitate the migration activity with new agency whenever the same is asked for by SWSM.

B. Period of Assignment

The initial assignment, i.e. contract, of the maintenance of the website will be for a period of 8 months (2 months for development and Go Live & 6 months for maintenance). However, both parties will have the option to terminate the contract with a notice period of one month or on mutually agreed notice period.

3. Payment Terms

Payment terms for Website Development and O&M.

S.N.	Description	Arrangements
1.	Website development & Go-Live	80% of Development Cost on Go-live. 20% shall be paid at the end of first quarter after Go-Live.
2.	O&M	1/2 of the operation & maintenance charges for 3 months starting from the go-live period

Note:-

• The currency or currencies in which payments shall be made to the website agency under this Contract shall be Indian Rupees (INR) only;
• All remittance charges will be borne by the website agency;
• Advance payments will not be made. Any penalties and liquidated damages and/or penalties, as applicable, for delay and non-performance, will be deducted from the due payments; • Taxes as applicable, will be deducted at source, from due payments, as per the prevalent rules and regulations.

4. Penalty

• In case of delay in Design and development of Website (30 days), then a sum equivalent to Ten percent (10 %) of the total contract value shall be deducted from the payment for each calendar week of delay or part thereof from the invoice.
• Delay more than 6 weeks will be sufficient to cause for termination of the contract.

5. Timeline

Timeline for Development of website will be :-

T- Date of work order

S.N.	Milestone	Timeline	Cumulative Timeline
T1.	Preparation of SRS	T + 7 Days	T+7 Days
T2.	Portal Design and development	T1 + 30 Days	T+37 Days
T3.	UAT	T2 + 7 Days	T+ 44 Days
T4.	Security Audit	T3 + 10 days	T+ 50 Days
T5.	Deployment on server & Go Live	T4 + 6 Days	T+ 60 Days

| T6. | O&M will start after formal Handover to the Organization | T5 + 180 Days | T + 240 Days |