

“RFP for Appointment of Webmaster for Design, Development, Content Management and Maintenance of Website for Income Tax Department”

Corrigendum

SNo	Page No	Section and Clause	Existing Text of the clause/ provision in the RFP	Revised Clause
1	10	Section II - Instructions to Bidders Part I - Definitions	“Preferred Bidder” means Bidder scoring highest marks as per the Method of Selection set out in Clause 17 of Part II of Section II – Instructions to Bidders	“Preferred Bidder” means Bidder means bidder selected as per Method of Selection set out in Clause 17 of Part II of Section II – Instructions to Bidders
2	12	Section II - Instructions to Bidders Part I, Clause 5.2.1	A firm that has been engaged by the Employer to provide goods, works or assignment/job other than webmaster assignment/job for a project, and any of its affiliates, shall be disqualified from providing webmaster assignment/job related to those goods, works or assignment/job. Conversely, a firm hired to provide webmaster assignment/job, and any of its affiliates, shall be disqualified from subsequently providing goods or works or assignment/job other than webmaster assignment/job resulting from or directly related to the firm’s assignment/job. Refer to Clause 7 in Section II – Instructions to Bidders	The Service Provider shall not be affiliated with a firm or entity that has provided consulting services related to the works to the Employer during the preparatory stages of the Works or of the Project of which the works form a part. The bidder shall provide such evidence of their continued eligibility satisfactory to the Employer
3	15	Section II - Instructions to Bidders Part I, Clause 14.3	The original and all copies of the Prequalification Proposal shall be placed in a sealed envelop and marked “PREQUALIFICATION PROPOSAL”, Technical Proposal shall be placed in a sealed envelope clearly marked “TECHNICAL PROPOSAL”. Similarly, the original Financial	The original and all copies of the Prequalification Proposal of bidder/s (may be provided separately for webmaster and content provider, in case of consortium) shall be placed in a sealed envelop and marked “PREQUALIFICATION PROPOSAL”, Technical Proposal shall be placed in a

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			<p>Proposal shall be placed in a sealed envelope clearly marked “FINANCIAL PROPOSAL” followed by the name of the Assignment / Job. The envelopes containing the Prequalification Proposal, Technical Proposal, Financial Proposal, EMD, Bid Processing Fees and Power of Attorney shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address, reference number be clearly marked “DO NOT OPEN, BEFORE 14/12/2010”. The Employer shall not be responsible for misplacement, losing or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be case for Proposal rejection. If the Financial Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute sufficient grounds for declaring the Proposal as non-responsive.</p>	<p>sealed envelope clearly marked “TECHNICAL PROPOSAL”. Similarly, the original Financial Proposal shall be placed in a sealed envelope clearly marked “FINANCIAL PROPOSAL” followed by the name of the Assignment / Job. The envelopes containing the Prequalification Proposal, Technical Proposal, Financial Proposal, EMD, Bid Processing Fees and Power of Attorney shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address, reference number be clearly marked “DO NOT OPEN, BEFORE 10/01/2011”. The Employer shall not be responsible for misplacement, losing or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be case for Proposal rejection. If the Financial Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute sufficient grounds for declaring the Proposal as non-responsive.</p>
4	21	Section-II "Instruction to Bidders Part-II", Clause No. 15, Minimum	<p>Should have at least 5 years experience in website design, development and maintenance work.</p> <p>Documents Required: Work order and</p>	<p>Should have at least 5 years experience in website design, development and maintenance work.</p> <p>Documents Required: Work order for the last</p>

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		Eligibility Criteria for Webmaster, Point No.2	completion certificate for each of the last three years	Five (5) years and at least 1 completion certificate during last 5 years
5	21	Section-II "Instruction to Bidders Part-II", Clause No. 15, Minimum Eligibility Criteria for Content Provider, Point No.2	Should be providing content on IT Act, Rules, orders etc for at least five (5) years Documents Required: Work order and completion certificate for each of the last three years	Should be providing content on IT Act, Rules, orders etc for at least five (5) years Documents Required: Work orders for the last Five (5) years and at least 1 completion certificate during last 5 years
6	24	Section-II "Instruction to Bidders Part-II", Clause No. 17, Method of Selection	The Bidders who secure 85% (percentage) or above marks will be considered as technically qualified for award of contract. Financial bids of only such technically qualified Bidders will be opened and the Bidder quoting the lowest price for the assignment will be selected for award of contract.	The Bidders who secure 75% (percentage) or above marks will be considered as technically qualified for award of contract. Financial bids of only such technically qualified Bidders will be opened and the Bidder quoting the lowest price for the assignment will be selected for award of Contract.
7	53	Section V - Terms of Reference, Clause 3	Scope of Work <ul style="list-style-type: none"> Requirement gathering for the 	Scope of Work <ul style="list-style-type: none"> Requirement gathering for the

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			<p>website;</p> <ul style="list-style-type: none"> • Content procurement from the various Directorates and commissionerates etc. • Design & development of website; • Procurement, deployment and maintenance of requisite hardware; • Unit testing / Integration testing of the website; • Assistance in user acceptance testing of the website; • Development of user manual, system manual, relevant training modules and handholding support; • Maintenance for 56 months; • Content management using a suitable web content management system; 	<p>website;</p> <ul style="list-style-type: none"> • Content procurement from the various Directorates and Commissionerates etc. • Design & development of website; • Procurement, deployment and maintenance of requisite hardware; • Unit testing / Integration testing of the website; • Assistance in user acceptance testing of the website; • Development of user manual, system manual, relevant training modules and handholding support; • Maintenance for 56 months; • Content management using a suitable web content management system;

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			<ul style="list-style-type: none"> • Regular updation of content; • The Service Provider shall provide adequate support to any third party appointed by the DIT for conducting security audit of the website. • Provision, Generation and Maintenance of 1000 email ids; • Provision of required dedicated IT infrastructure to support the website and email administration; • Helpdesk & technical support for the website on 24 X 7 basis must be provided by the Service Provider; • Provision of full time team of developers/administrators for maintenance activities. The team would consist of dedicated resource and would work from Service Provider’s premises. But the team should be able to work from DIT’s office as and when 	<ul style="list-style-type: none"> • Regular updation of content; • The Service Provider shall provide adequate support to any third party appointed by the DIT for conducting security audit of the website. • Provision, Generation and Maintenance of 2000 email ids; • Provision of required dedicated IT infrastructure to support the website and email administration; • A helpdesk support of 12*6 (9:00am-9:00pm) with at least 1 person to support the secured area users of Department for resolution of queries related to the website. The Service Provider will deploy tools to monitor and submit fortnightly reports to DIT stating details like - issue, issue resolution time etc. No toll free number needs to be set up;

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			<p>need arises (on the instructions of DIT);</p> <ul style="list-style-type: none"> • User names & passwords for approximately 12,000 officers in DIT need to be created for accessing the Knowledge Management portal (secured area); and • Website must be available in both English and Hindi. Translation from English to Hindi would also be the responsibility of the Service Provider. 	<ul style="list-style-type: none"> • Provision of full time team of developers/administrators for maintenance activities. The team would consist of dedicated resource and would work from Service Provider's premises. But the team should be able to work from DIT's office as and when need arises (on the instructions of DIT); • User names & passwords for approximately 12,000 officers in DIT need to be created for accessing the Knowledge Management portal (secured area); • Website must be available in both English and Hindi. Translation from English to Hindi would also be the responsibility of the Service Provider; and • Warranty and Maintenance for all IT infrastructures to be provided as part of the project for the period of the contract.

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				<p>The Service Provider shall be required to interact with and manage the vendors for the IT infrastructure provided.</p> <ul style="list-style-type: none"> • No Product / System Software shall be quoted which is not supported by OEMs in India. (Service Provider needs to furnish an undertaking stating that all products / system software quoted in the solution offered to DIT is / are supported by OEMs, along with the Technical Proposal)
8	53	Section V – Terms of Reference, Clause 4 - Deliverables	<p>Phase: Design & Development</p> <p>Activities / Deliverables:</p> <ul style="list-style-type: none"> • Service Provider will prepare the design/prototype of the website and get the approval on the design from DIT • During development, Service Provider will provide fortnightly status reports to DIT • The source code and subsequent versions shall be handed over to DIT 	<p>Phase: Design & Development</p> <p>Activities / Deliverables:</p> <ul style="list-style-type: none"> • Service Provider will prepare the design/prototype of the website and get the approval on the design from DIT • During development, Service Provider will provide fortnightly status reports to DIT • The source code and subsequent versions shall be handed over to DIT • Software Requirement Specification

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				<ul style="list-style-type: none"> • Software design and development plan • Software Design Document (covering Architecture Design, Interface Specifications etc.) • Hardware design, delivery and installation plan • Operations Manual and Maintenance Manual • Security Document
9	54	Section V – Terms of Reference, Clause 4 - Deliverables	<p>Phase: Unit User Acceptance Testing</p> <p>Activities / Deliverables:</p> <ul style="list-style-type: none"> • Service Provider will provide appropriate test environment to DIT to perform acceptance testing • Service Provider will action the changes which will emerge during the UAT 	<p>Phase: Unit User Acceptance Testing</p> <p>Activities / Deliverables:</p> <ul style="list-style-type: none"> • Service Provider will provide appropriate test environment to DIT to perform acceptance testing • Service Provider will action the changes which will emerge during the UAT • User Acceptance Testing Plan (covering various test cases) • Go-live/ application launch report (covering release notes for application delivery, Results of tests conducted on the website immediately post go-live, Any issues/errors noted in the testing)

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10	54	Section V – Terms of Reference, Clause 4 - Deliverables	<p>Phase: Ongoing Maintenance</p> <p>Activities / Deliverables:</p> <p>Service Provider will appoint a full time team for developing, administrating and maintaining the website. The Team and structure would be approved by Directorate of Income Tax. He/She would be a dedicated resource and would work from Service Provider’s premises but she/he should be available at DIT office within 2 hours notice as and when need arises.</p> <p>Following activities¹ will be performed by the Service Provider:-</p> <ul style="list-style-type: none"> • Procuring & Updating contents (Laws/Acts/Rules/Circulars/Notifications related to the Direct Taxes such as Income Tax, Wealth Tax, FBT, Gift Tax, Expenditure Tax, Interest Tax, BCTT, STT, Case Laws, and any other laws as 	<p>Phase: Ongoing Maintenance</p> <p>Activities / Deliverables:</p> <p>Service Provider will appoint a full time team for developing, administrating and maintaining the website. The Team and structure would be approved by Directorate of Income Tax. He/She would be a dedicated resource and would work from Service Provider’s premises but she/he should be available at DIT office within 2 hours notice as and when need arises.</p> <p>Following activities⁵ will be performed by the Service Provider:-</p> <ul style="list-style-type: none"> • Procuring & Updating contents (Laws/Acts/Rules/Circulars/Notifications related to the Direct Taxes such as Income Tax, Wealth Tax, FBT, Gift Tax, Expenditure Tax, Interest Tax, BCTT, STT, Case Laws, and any other laws as

¹ This is an indicative list. Actual requirements may vary

² All the licenses will have to be bought by the Service Provider however, all the licenses will be in the name of Directorate of Income Tax

³ All the licenses will have to be bought by the Service Provider however, all the licenses will be in the name of Directorate of Income Tax

⁴ All the licenses will have to be bought by the Service Provider however, all the licenses will be in the name of Directorate of Income Tax

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			<p>applicable)</p> <ul style="list-style-type: none"> • Updating FAQs based on the queries posted by citizens and requests from DIT • Maintenance of email list • Modifying web-pages (i.e. adding removing and redesigning of web-pages) • Maintenance of search engine positioning on popular search engines including but not limited to google, bing, yahoo etc and submit a fortnightly report to DIT • Monitoring & tracking website traffic • Verifying external hyperlinks on the website to ensure that the information being provided ‘through’ them is up-to-date, accurate and relevant. • Rectifying ‘broken links’ or those leading to ‘Page not found’ errors. • Updating documents/pages in English & 	<p>applicable)</p> <ul style="list-style-type: none"> • Updating FAQs based on the queries posted by citizens and requests from DIT • Maintenance of email list • Modifying web-pages (i.e. adding removing and redesigning of web-pages) • Maintenance of search engine positioning on popular search engines including but not limited to Google, Bing, Yahoo etc and submit a fortnightly report to DIT • Monitoring & tracking website traffic • Verifying external hyperlinks on the website to ensure that the information being provided ‘through’ them is up-to-date, accurate and relevant. • Rectifying ‘broken links’ or those leading to ‘Page not found’ errors. • Updating documents/pages in English &

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			<p>Hindi simultaneously so that there are no inconsistencies, at any point, between the various language versions. Also, the Service Provider is expected to update the website for disabled users.</p> <ul style="list-style-type: none"> • Ensuring website security (Shared firewall and IDS) • Procuring and maintaining licenses for hardware and all related software on behalf of Directorate of Income Tax² • Procuring and maintaining tools for monitoring of website³ • Procuring and maintaining tools for SLA monitoring⁴ • Ensuring availability of backup plan, DR plan • Ensuring daily backup of website at the NIC's DR site • The Service Provider shall provide adequate support to any third party appointed by the DIT for conducting 	<p>Hindi simultaneously so that there are no inconsistencies, at any point, between the various language versions. Also, the Service Provider is expected to update the website for disabled users.</p> <ul style="list-style-type: none"> • Ensuring website security (Shared firewall and IDS) • Procuring and maintaining licenses for hardware and all related software on behalf of Directorate of Income Tax⁶ • Procuring and maintaining tools for monitoring of website⁷ • Procuring and maintaining tools for SLA monitoring⁸ • Ensuring availability of backup plan, DR plan • Ensuring daily backup of website at the NIC's DR site • The Service Provider shall provide adequate support to any third party appointed by the DIT for conducting

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			security audit of the website <ul style="list-style-type: none"> The Service Provider shall handover the hardware procured for this project to DIT at the end of the contract period without any additional cost in a running condition 	security audit of the website <ul style="list-style-type: none"> The Service Provider shall handover the hardware procured for this project to DIT at the end of the contract period without any additional cost in a running condition Contingency plan document (covering emergency response procedures; backup arrangements, procedures and responsibilities) DR Policy and Procedure Document
11	56	Section V - Terms of Reference, Clause 5	Service Level Agreements	Service Level Agreements would be as defined in Annexure I of this Corrigendum
12	57	Section V – Terms of Reference, Clause 6 Hardware / IT Requirements	Dedicated infrastructure (servers etc) should be provided; Webmaster would conduct technology assessment during the third year of operation so as to take care of technological obsolescence	Dedicated infrastructure (servers etc) should be provided; Webmaster would conduct technology assessment during the third year of operation so as to take care of Technological obsolescence. The support from the OEM for all Technology components including System Software has to be ensured

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				by the Service Provider. The support includes all major version upgrades / releases, patches etc.
13	58	Section V – Terms of Reference, Clause 6 Hardware / IT Requirements – Blade Specifications	The Blade should have redundant 4 Gbps Fiber Channel HBA	The Blade should have redundant 2x4 Gbps Fiber Channel HBA
14	61	Section V – Terms of Reference, Clause 6 Hardware / IT Requirements - Secured Area	Storage of 100 MB per user	Total Storage of 1 terabyte for 2000 users
15	100	Section VI - Standard Form of Contract Clause 9 – Liquidity Damages / Penalty	1 The parties hereby agree that due to negligence of act of any party, if the other party suffers losses, damages the quantification of which may be difficult, and hence the amount specified hereunder shall be construed as reasonable estimate of the damages and both the parties agree to pay such liquidated damages/penalty, as defined	1 The parties hereby agree that due to negligence of act of any party, if the other party suffers losses, damages the quantification of which may be difficult, and hence the amount specified hereunder shall be construed as reasonable estimate of the damages and both the parties agree to pay such liquidated damages/penalty, as defined

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			<p>hereunder as per the provisions of this Contract.</p> <p>2 The "Service Provider" shall pay liquidated damages/penalty equal to six months maintenance charges to the Employer on any violation of the Confidentiality clause set forth in Clause GCC 3.3</p> <p>3 In case the Service Provider fails to provide one full time qualified developer/administrator at the disposal of the Employer, penalty may be imposed at Rs.1, 000/- per day</p> <p>4 The Employer will forfeit the security deposit and encash Performance Security for unsatisfactory services after allowing reasonable chance to set right the service deficiencies to the full satisfaction of the Employer</p> <p>5 SLAs would be monitored on a quarterly basis and penalties would be deducted from the payment due for the 3rd month of the quarter</p> <p>6 The amount of liquidated damages/penalty under this Contract shall not exceed 20% of monthly maintenance charges in case of non-compliance with</p>	<p>hereunder as per the provisions of this Contract.</p> <p>2 The "Service Provider" shall pay liquidated damages/penalty equal to six months maintenance charges to the Employer on any violation of the Confidentiality clause set forth in Clause GCC 3.3</p> <p>3 In case the Service Provider fails to deploy the proposed team, the Employer may impose a penalty of Rs.3, 000/- per day per resource. The same shall be clarified in the addendum</p> <p>4 The Employer will forfeit the security deposit and encash Performance Security for unsatisfactory services after allowing reasonable chance to set right the service deficiencies to the full satisfaction of the Employer</p> <p>5 For each week of delay in achieving the website development milestone of 4 months, DIT shall levy a penalty of 2% of the fixed cost. If the website development is delayed beyond two months then DIT may subject the contract for termination and will also reserve the right to invoke the entire PG</p>

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			SLA* as defined below:-	<p>6 SLAs would be monitored on a quarterly basis and penalties would be deducted from the payment due for the 3rd month of the quarter</p> <p>7 The amount of liquidated damages/penalty under this Contract shall not exceed 20% of total equated quarterly installments (as mentioned in the Payment schedule) in case of non-compliance with SLA as defined in Annexure 1 of this corrigendum</p>																
16	105	Section VI - Standard form of Contract – Section 3, Special Conditions of the Contract, Clause - 13	<p>Payments will be based on basis of milestones, i.e. the submission of Deliverables listed in Section 5 of the RFP. Payments will be made as per the following milestones:</p> <table border="1"> <thead> <tr> <th>S. N o.</th> <th>Milestone (with reference to phases)</th> <th>Time period of submission*</th> <th>Payment (as % of the total service cost)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Completion of Design, Development, Testing &</td> <td>100 days</td> <td>30% of Fixed Cost</td> </tr> </tbody> </table>	S. N o.	Milestone (with reference to phases)	Time period of submission*	Payment (as % of the total service cost)	1	Completion of Design, Development, Testing &	100 days	30% of Fixed Cost	<p>Payments will be based on basis of milestones, i.e. the submission of Deliverables listed in Section 5 of the RFP. Payments will be made as per the following milestones:</p> <table border="1"> <thead> <tr> <th>S. N o.</th> <th>Milestone (with reference to phases)</th> <th>Time period of submission*</th> <th>Payment (as % of the total service cost)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Completion of Design, Development, Testing &</td> <td>100 days</td> <td>30% of Fixed Cost</td> </tr> </tbody> </table>	S. N o.	Milestone (with reference to phases)	Time period of submission*	Payment (as % of the total service cost)	1	Completion of Design, Development, Testing &	100 days	30% of Fixed Cost
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			1	Completion of Design, Development , Testing & Setting up of UAT environment	100 days	50% of phase I total		Setting up of UAT environment, Functional Testing (at vendor's premise by DIT / DIT appointed consultant)		Total
			2	On acceptance of website by DIT	120 days	50% of phase I total	2	On acceptance of website by DIT	120 days	20% of Fixed Cost Total
			3	Maintenance	NA	Quarterly	3	On successful running of website for 3 months post going live	210 days	20% of the Fixed Cost Total
							4	Maintenance	NA	Quarterly {(Balance of Fixed Cost + Total

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							Maintenance cost) / 53 months}* 3

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Annexure I

#	Metric	Expected service level	Remarks
SLM1	Website uptime	>=99.9%	<ul style="list-style-type: none">Automated Tests to be performed every one hours
SLM2	Average time taken for closure of modification/ updation required to the website	Within 24 hrs	<ul style="list-style-type: none">For minor modifications/ updates (effort of 8 hours)
SLM3	Average time taken for Updation of Laws/ Acts/ Circulars/ Notifications related to the Direct Taxes, such as Income Tax, Wealth Tax, Gift Tax, Expenditure Tax, Interest Tax, BCTT, STT etc., content on website issued by CBDT	Within 24 hours of public notification by CBDTs	<ul style="list-style-type: none">DIT would require certain updations for circulars / notifications to be uploaded on urgent basis the turnaround time for which would be less than 2 hrs. In such cases DIT reserves to levy an appropriate penalty in case the work is not carried out as desired
SLM4	Updation of press releases and other important news items on the website	On the same day of release	
SLM5	Errors in Content uploaded	Zero error	
SLM6	Patch management (for Operating system and Database)	Within 24 hours of DIT's approval	<ul style="list-style-type: none">Testing has to start within 24 hours of release of patchResults of testing along with recommendations should be submitted to DIT for approval
SLM7	Average page loading time (time taken between click of the link to the complete	<=7 seconds	<ul style="list-style-type: none">Measured over a leased circuit or equivalent of 256 Kbps

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#	Metric	Expected service level	Remarks
	loading of the page)		<ul style="list-style-type: none"> Automated Tests to be performed daily during peak hours
SLM8	Browser compatibility	<p>The website should be displayed accurately in different browsers. Which should include (but not limited to)</p> <ul style="list-style-type: none"> Internet Explorer 5.5 and above Mozilla Firefox 3.0 Google Chrome Safari 4 and above 	<ul style="list-style-type: none"> Errors reported by citizens/ DIT
SLM9	Backup	Service Provider to ensure that the back-up taken by NIC is complete, consistent and correct	
SLM10	Disaster Recovery Site	DR site should be made available within one hour of primary site not being available	<ul style="list-style-type: none"> In case of significant deviation of this SLA. DIT may consider termination of the contract
SLM11	Action time for queries posted by citizens	Within 24 hours	<ul style="list-style-type: none"> Action to be sought from DIT Action time does not include the time taken by DIT
SLM12	Website monitoring, Search engine positioning and SLA monitoring	Fortnightly reports submitted to DIT	

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- 1 In case of three or more breaches (significant deviation from the expected service levels defined above) in a quarter or breach of a particular SLA metric consecutively in two quarters, DIT shall have the right to invoke full PG and/ or call for termination of contract. For calculation of Penalty the total equated quarterly installments as mentioned in the Payment schedule will be considered