

MUNICIPAL CORPORATION JALANDHAR



REQUEST FOR PROPOSAL for *Designing, Maintenance and Development of Website* of Municipal Corporation Jalandhar

Tender No. : MCJ/IT /

2023

Tender Documents

1. DATA SHEET

e-Tender Inviting authority	Commissioner, Municipal Corporation of Jalandhar
Name of the Work/Services	"Website Design Hosting and Maintenance" of Municipal Corporation Jalandhar
Start Date for downloading the Tender Documents from website	https://eproc.punjab.gov.in/nicgep/app Date:
Cost of Tender Document	Rs. 500 (Rupees Five Hundred only) by online payment mode
Last date and time for submission of Bids	_____ upto 13.30 Hours
Opening of Technical Bids	_____, 16:00 hrs on eProcurement portal
Opening of Financial Bids	_____, 15:00 hrs Date and Time will be intimated
Place of Opening of Financial Proposal	Office of Superintending Engineer of M.C. Jalandhar
Earnest Money Deposit (EMD)	_____ /-(Rupees _____ only)
Mode of EMD Deposit or Payment of Cost of Tender Document	Online payment mode through eProcurement portal only
Contact Person and Designation	Sh. Rajesh Sharma, System Manager (M) 9646072172 e-mail: rajesh.mcj@gmail.com
Address for Communication	System Manager, Computer Cell, Room No. 98, 3 rd Floor, Dr. B.R.Ambedkar Administrative Complex, Municipal Corporation of Jalandhar, 144001, Punjab
Other important criteria specified by the Tender Inviting Authority: 1. Detailed eligibility criteria's given in the Tender Document 2. Tender received after due date and time will be summarily rejected	

The tenders shall be submitted as under:-

- a) Interested bidders can purchase the tender documents through on-line mode only.
- b) The bidders/contractors can access the tender documents on the website <https://eproc.punjab.gov.in/nicgep/app> and submit the completed and filled financial Bid (Contractor Form) **Part-B** of the tender on the website itself.
- c) **The blank Tender Form (MW-4)** (to be attached in support of tender documents) **can be downloaded from the website for which fee Rs 500/- each** shall be paid in the form of **online payment mode** in favour of **Commissioner, Municipal Corporation Jalandhar payable at Jalandhar.**
- d) DNIT, T&C and Tender Documents are being uploaded at the Municipal Corporation Jalandhar website (www.mcjalandhar.in) only for viewing.
- e) The bidders/contractor can access the tender documents on the website <https://eproc.punjab.gov.in/nicgep/app>, fill them and submit the completed tender into Electronic tender on the website itself. Bidders/contractors shall attach scanned copies of all the papers i.e. Earnest Money and the certificates as required in the eligibility criteria.
- f) Corrigendum/Addendum/corrections, if any, will be published on the website.
- g) If the tender's day happens to be a holiday, the tenders will be issued/received & opened on next subsequent working day.
- h) Validity of the tender shall be 6 (six) months
- i) Income Tax/ Sale Tax/ Vat/GST/ Labour Cess or any other taxes as levied by Government shall be deducted from the bill.
- j) The contract can be terminated at any time, if desired by the department.
- k) The department shall have the right to accept or reject any tender without assigning any reason.
- l) In case of any dispute, The Commissioner M.C. Jalandhar will be the Sole Arbitrator.
- m) The participated vendor must have an experience in the IT Sector and should have done a work/job in the same field of IT in any of the department. The **work order/completion certificate of that work done** on any of the department must be annexed.
- n) The vendor shall not be reliable on any **other third party** for the tender work/job.

Submission of Bid Documents (Envelope)

1. **Technical Bid Form-A signed/Stamped along with copies of Documents** i.e., Earnest Money and Tender Fee proof and the certificates as required in the eligibility criteria.
2. **The Financial Bid Part-B** of the tender submitted on the above website will only be opened of those bidders who found successful in the Technical Bid.

A. Background

Municipal Corporation Jalandhar wishes to invite Request for Proposal (RFP) for developing bilingual (English/Punjabi) website of Municipal Corporation Jalandhar. You are requested to submit an interactive/dynamic design & also the Proposal for the same. **“Website Design, Hosting & Maintenance”** for a period of 3 years, as per the brief contained in the ToR and also present a Proof of Concept or demonstration of the website to the Technical Committee. The terms and conditions or any other references/contents is followed as per the "*Guidelines for Indian Government Websites*" (**Source: <https://guidelines.india.gov.in/>**)

The purpose of this Request for Proposal (RFP) is to seek the services of a reputed IT firm/ agency, to design, develop, test, implement, operate and maintain MCJ's website application and content management system for 3 (Three) years, commencing from the date when the system goes "live" or when the acceptance is accorded as per the Acceptance Criteria, whichever is later.

B. Validity of Proposal

The Bids shall be valid for a period of 120 days from the RFP due date. MCJ reserves the right to reject any Bids which does not meet the requirement.

C. Selection Criteria *(Docs required)*

- The agency/firm should have minimum of 5 years of experience of web site development. (Work Order/Agreements to be submitted)
- The agency/firm should have experience of working on cross platforms and must have experience of developing and designing website for at least 3 government clients.
- Having average turnover of more than Rs. 20 lakhs during last 3 years.
- Procuring Entity may also ask for presentation at its own discretion from Top 5 agencies scoring highest marks as per Scoring Criteria.

D. Essential knowledge and experience: *(Docs required)*

- Proven information technology skills, with previous experience of website maintenance, management, editing, and/or development.
- Expertise with content-management systems and latest trends and technology in website content and social media.
- Strong analytical and research skills, including the ability to analyze audiences, attitudes, communications products and messages and to translate them into the design and implementation of effective websites.
- Knowledge of the mandate and work of the Urban local bodies would be desirable.

E. Final Deliverables:

- Development and implementation of the online web strategy
- Major upgrades in the design and content of the current website
- A finalized content management system with ULB
- New website hosted and maintained on the new server
- Editing and proof reading of the website content
- Development of new content for the website.
- Updates on the website every week
- 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
- Intellectual Property Rights (IPR) shall be with the MCJ
- The pages should be printer friendly i.e. all the pages shall be displayed and printed upon demand by user
- To improve the experience of the Web on mobile devices and other handheld devices like iPad, tablets etc. the website needs to be developed with "One Web" concept. One Web means making, as far as is reasonable, the same information and services available to users irrespective of the device they are using.
- Technical Standards for Interoperability Framework for "*Guidelines for Indian Government Websites*" (**Source: <https://guidelines.india.gov.in/>**)

F. Evaluation and comparison of proposals

A single-stage procedure is utilized in evaluating the proposals, with evaluation of the technical proposal being opened and compared. The technical proposal is evaluated on the basis of its responsiveness to the Term of Reference

G. Criteria for evaluation

Proposal of top 5 bidders who score the highest marks in **Part- A** will be considered for presentation/ Demo/Proof of Concept. Top 3 bidders who score the highest marks **Part-B** will be considered for Financial Opening of Proposals. Thereafter the bidder quoting the lowest Price in Financial Bid will be the successful bidder.

No.	Evaluation criterion	Max points
PART A		
1.	Background and registration of organization	10
2.	Proven practical experience with all stages of developing Website, Design, technology skills, with previous experience of website maintenance, management, editing, and/or development.	15
3.	Past experience of handling Govt. Assignment of similar nature.	10
4.	Qualifications & Numbers (education, general qualifications, publications, articles, previous experience within or outside the company) of proposed staff	15
PART B		
5.	Modular & Best Website Design & Solutions (through PPT, Demo/ Proof of Concept)	50
	TOTAL	100

* (please attach the List of your last main assignments performed by your company during last 3 years. Please indicate: (i)Subject of assignment; (ii)Year; (iii)Customer with contact details (fax; phone; e-mail); (iv)Amount paid for your services under the assignment. The passing score for technical evaluation is **80** points.

H. Terms and Conditions

- a) The firm must be registered bodies with Govt. of India/ State
- b) All information, document, photos and data coming in the possession of firm, as a result of the execution of the job shall all at time remain the property of MCJ. The firm shall not make or allow to make an unauthorized copy, use, access or other utilization of these materials commercially or otherwise, directly or indirectly except as agreed to by the MCJ. The firm shall also ensure complete confidentiality of the information and data provided to carrying out the job.
- c) The MCJ will have no liability regarding transportation, boarding and lodging of firm and their staff.
- d) Under no circumstances the firm shall appoint any sub-contractor or sub lease the competition. If violated the conditions, the firm will be terminated.
- e) Any Conditions of the firm sent along with proposal if any, shall not binding on us.
- f) In case of any dispute between the parties, the arbitration shall be at jurisdiction of Jalandhar.
- g) The selected service provider/publishers will have to complete the job as per term and conditions specified above.
- h) Consortium, Joint venture, Subletting, Sub-contracting and Outsourcing shall not be allowed
- i) The procuring entity reserves the right to accept or reject any or all bid without assigning any reason thereof.
- j) Protection against defacement, hacking. Design should incorporate security features to protect the site from Session Hijacking, Sql injection, Cross scripting, Denial of Service etc.
- k) The bidders will be required to give a presentation about the layout and the presentation should include at least 3 design layouts of the proposed website and should contain details about the work flow and CMS of the proposed website.
- l) Design of the website as per the GIGW guidelines and user responsive page design compatible to multiple devices (computers, tablets, mobiles and any other)
- m) That the technical bid shall be opened first and only the qualified bidders / companies selected by Tender Committee shall participate in the Presentation / financial bid.
- n) All the pages of the Tender document should be signed by the owner of the company or his Authorized Signatory as token of acceptance of Terms & Conditions. In case the authorized signatory signs the tender, a copy of the power of attorney / authorization may be enclosed along with tender.
- o) In case two or more companies / agencies are found to have score same marks as per evaluation criteria, the Competent Authority authorized by MCJ shall decide about the Bidder to which the offer shall be granted based on the report on the past performance of the firm, and length of experience etc. The decision of the Competent Authority of MCJ shall be final.

I. PERIOD OF VALIDITY OF PROPOSALS

- The offer submitted by the bidder shall **be valid for a period of 120 days** from the last date of submission of the Proposal, as specified in the data sheet. A proposal valid for a shorter period may be rejected as non-responsive
- In exceptional circumstances, the Commissioner, MCJ may solicit the bidder's consent for an extension of the validity period. The request and the responses there to shall be made in writing.

J. OPENING OF FINANCIAL PROPOSALS:

The Financial Bids of the **technically qualified bidders will only be opened and evaluated on the basis of Technical Bid Evaluation criteria**. The Financial Proposals of all non-qualifying Vendors will be unopened/disqualified, after signing of the contract with the winning Vendor. All Vendors, with qualifying Technical Proposals, shall be informed in writing, or through standard electronic means, of the date and place for the opening of their Financial Proposals. Vendors' attendance at the opening of Financial Proposals is optional.

At the opening of Financial Proposals, the Financial Proposals of all qualifying Technical Proposals shall be opened one at a time by the Client and the following read out and recorded:

- A. Name of the Vendor;
- B. Price, taxes and duties details (exclusive, inclusive etc.) etc.
- C. Validity and Only Financial Proposals read out and recorded at the opening of Financial Proposals shall be considered for comparison and award. The Client will prepare a record of the opening of Financial Proposals. The Vendors' representatives who are present will be requested to sign the record. The omission of a Vendor's signature on the record shall not invalidate the contents or effect of the record.

K. EVALUATION OF FINANCIAL BIDS

- a. The Client will correct arithmetical errors during evaluation of Financial Proposals on the following basis:
 - i. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the MCJ, there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
 - ii. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
 - iii. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (i) and (ii) above.
- b. The **Total Value** of the Financial bid shall be worked out as per financial bid format and the contract will be awarded to the lowest quoting bidder. The price quoted for both works (digitization and software development) will be added to reach the TOTAL BID price, which will form the basis of calculating the LOWEST BID.
- c. If all quoted rates are same, firm with higher technical marks (up to two decimals) shall be considered.

L. Tender Guidelines

1) TENDER REJECTION CRITERIA:

- The tenders without specified EMD amount will be summarily rejected.
- The tenders not fulfilling eligibility criteria are liable to be rejected.
- Tenders, without tender fee of Rs 500, in case of those, who have downloaded the tender from the website, are liable to be rejected.
- Tenders not submitted in the form specified as per the format given in this Tender document/BOQ are likely to be rejected.
- In addition to the above rejection criteria, if there is non-compliance of any of the clauses of this Tender Document, the Tenders are liable for rejection.
- Incomplete details will be treated as non-responsive offer and the tender is liable for rejection.

2) SUBMISSION OF TENDER-TWO COVER SYSTEM

The bidder must submit, in separate covers “**Technical Bid**” and a “**Financial Bid**”. Failure to submit separate technical and financial bids may result in disqualification of the proposal. The technical proposal shall not contain any price/rate details. Bid submitted by the bidder shall comprise the following documents:

1. The Technical Proposal and all supporting documents should be duly signed with the seal on all pages before submission
2. EMD amount of **Rs. 165990/- (Rupees One Lac Sixty-Five Thousand Nine Hundred and Ninety only)** in the form of **online payment mode** in favor of Commissioner, Municipal Corporation of Jalandhar and payable at Jalandhar
3. Any other information that is required to be submitted in the proposal process.

3) FINANCIAL

- In case of breach of any terms and conditions attached to this contract, the Performance Security/EMD Deposit by the agency will be liable to be forfeited by the MCJ be sides annulment of the contract.
- The agency shall raise the bill, in triplicate, alongwith attendance sheet in respect of the persons deployed and submit the same in the first week of the succeeding month. The payment to the persons deployed should be made through A/c payee cheque and the same is the sole responsibility of the Vendors.
- Any variation (increase or decrease) in service tax will be accepted by the MCJ.

M. NEGOTIATIONS WITH THE SUCCESSFUL BIDDER

MCJ /F&CC reserves the right to further negotiates with the Successful Bidder. While negotiating, the following aspects may be considered:

- 1 Further reduction in consultancy charges for undertaking the Work – justifications for charges may be questioned and negotiated.
- 2 Submitting the delivery schedule.
- 3 Phasing of the Payment Schedule based on actual work load.
- 4 The Consultant shall confirm/supply the availability of all personnel as indicated in its Proposal.
- 5 The Client will not consider substitutions during contract negotiations unless both parties agree that undue delay in the selection process makes such substitution unavoidable, or for reasons such as death or medical incapacity. Any proposed substitute shall have equivalent or better qualifications and experience than the original candidate and must be submitted to the Client within the period of time specified in the Letter of Invitation to negotiate. Failure to meet either of these requirements may result in disqualification. Decision of MCJ on equivalency of candidates shall be final.
- 6 Commissioner/F&CC has the right to cancel the contract or to re-tender the same, if not satisfied with the rate contract/negotiation any other requirements etc. etc.

N. PERFORMANCE SECURITY

The successful bidder shall at his own expense deposit an unconditional and irrevocable Performance Bank Guarantee (PBG) (**5% of contract value**) from a scheduled bank in suitable format payable on demand, for the due performance and fulfillment of the contract by the bidder, with the Commissioner, MCJ within seven (7) working days of the date of notice of award of the contract or prior to signing of the contract whichever is earlier. The Bank Guarantee shall be valid for a period of 18 months from the date of signing of contract. If the accepted bidder fails to furnish the bank guarantee within the above said period, the EMD remitted by him will be forfeited by the MCJ and their tender will be held void. The PBG furnished by the bidder in respect of their tender will be returned to him at the end of the contract period subject to submission of all reports to satisfaction of the concerned department and MCJ. If the bidder failed to act up on the tender conditions or backs out when their bid has been accepted, their PBG mentioned above will also be forfeited in favour of MCJ.

O. AWARD OF CONTRACT

Signing of Contract and Commencement

Promptly after notification, the Client shall send to the successful Vendor the Contract. Pursuant to negotiations, the successful Vendor shall sign, date, and return the Contract, along with necessary supporting documents. All formalities of negotiation and signing of contract will be completed within Fifteen (15) days of receipt of notification of award from MCJ.

P. Right to Terminate the Process

- The right of final acceptance of the tender is entirely vested with the Commissioner, MCJ, who reserves the right to accept or reject, any or all of the tenders in full or in parts without assigning any reason whatsoever.
- There is no obligation on the part of the MCJ to communicate with rejected Bidders.

Q. Payment Terms and Schedule:

- 50% of the quoted fees to be paid on go-live and successful completion of the free maintenance period of 3 (Months) months and performance of website as directed by MCJ.
- Remaining 50% out of quoted fees shall be paid in 12 equated quarterly installments during 3 years of paid maintenance period.
- MCJ shall release the payment within 30 days of submission of invoice subject to invoice and all supporting documents being in order.

R. Penalty

- In case of delay in Design, development and go-live of website within 3 (three) months of the issue of work order, then a sum equivalent to 1% (one percent) of the total contract value shall be deducted from the payment for each calendar week of delay or part thereof.
- Delay in excess of 4 weeks will be sufficient to cause for termination of the contract. In that case the Performance Bank Guarantee of the bidder will be forfeited.
- In case, the selected bidder does not supply the ordered items for any reason, the bidder will be liable to pay the difference amount to the purchaser, over and above the performance guarantee, which indenter department has to pay to the next or other selected bidder for purpose of the said items.

S. Components

The project shall be implemented within a period of maximum 3 (three) months or earlier and it shall be followed by a Maintenance phase of 3 (three) years and 6 (six) months from the date of Go live. The broad components of the project are as follows:

- Design and development of Website and Mobile Application along with content management system - maximum 3 (three) months
- Operation and Maintenance- 3 (three) years after website is live.
- Training to Departmental User- As per Department requirement

T. Planning

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

- a) Project Organization and Management Plan
- b) Design and Development plan
- c) Pre-commissioning, Operational and User Acceptance Testing Plan
- d) Delivery and Installation Plan
- e) Training Plan
- f) Risk Management Plan
- g) Operations and management plan
- h) Task, Time, and Resource Schedules
- i) Technical Support Plan

U. Security Audit

- a) Website needs to be Security Audited by the Cert-In empanelled Security Auditors or Government of Punjab empanelled Security Auditors. Cost for Security Audit of the website should be part of the proposal as cost of the same will be borne by the bidder.
- b) Security Audit Certificate to be mandated along with Hash5 code. Source code along with Hash5 code of the website to be submitted by Developer. Documentation of Source Code along with Administration/User Manuals needs to be submitted.
- c) Any vulnerability found during the security audit, bidder has to close the same accordingly and ensure complete security audit done successfully.

V. Operation and Maintenance

The Successful bidder shall maintain and Support the supplied website for a period of 3.5 years i.e. Three years and six months after the successful operational acceptance. The first six months of maintenance should be included free with all application maintenance activities and the next 3 (Three) years will be paid maintenance. The Operation and Maintenance will consist of:

- Resolution of errors/bugs (if any), software/web updates, changes in the web/software that may be necessary due to legal/statutory changes etc.
- Providing all web/software updates and patches released by the hardware OEM, update and patch management, resolution of any issues/problems with the hardware etc.

- Deploy adequate facilities management personnel to maintain the Portal as per the service level requirements including servicing/updation and maintenance of IT assets.
- Successful bidder shall provide a dedicated project manager (though not required to be deployed full time) during the period of the contract that should be present for discussions, important meetings and should act as one-point contact for MCJ.
- Resources (need not be onsite) for maintenance of portal.
- No extra cost shall be remunerated by MCJ on account of such maintenance activities mentioned herein above.

W. Service Levels

S.No.	Milestone	Timelines T = Date of work order
1	Preparation of SRS –study report	T1 = T+ 15 days
2	Portal Design and Development	T2 = T1+ 60 days
3	Security Audit	T3 = T2 + 10 days
4	UAT and Go Live of portal	T4 = T3+ 5 days
5	Annual Maintenance	For 3 years after go live

FORM -1 COVERING LETTER

To

The Commissioner
Municipal Corporation
Jalandhar

Sir,

Sub: "Website Design Hosting and Maintenance" of Municipal Corporation Jalandhar"

Regarding Proposal

We _____, an IT services firm (Vendor/ Bidder) herewith enclose our detailed Proposal for selection of our firm/Organization as agency/Vendor for the subject mentioned project.

- Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP Notification no <<>> for "Design Development and Maintenance of MCJ web Portal" in full conformity with the said RFP document.
- We have read the provisions of the RFP document and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to
- We agree to abide by this proposal, consisting of this letter, the detailed response to the RFP and all attachments, for a period of XXXX days from the date of opening of financial proposals.
- We would like to declare that we are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices.
- We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this RFP.
- We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.
- We understand you are not bound to shortlist / accept any or all proposal you receive.

Yours faithfully,

Signature of AuthorizedRepresentative1_____

Date.....

Full Name _____

Designation_____

Address_____

Contact Details------(Phone No. & Email ID)

Technical Bid (Annexure-1)

S. No	Description	Indicate also page number where attached
1.	Name, Address, email and telephone number of the agency/firm	
2.	Name, Designation, Address and telephone no. of the authorized person	
3.	Whether firm is registered, PAN/GST (Please attach copy)	
4.	Please enclose the list of permanent professional and no. of year of association with organization.	
5.	Detail of experience with all stages of developing Website, design, technology skills, with previous experience of website maintenance, management, editing, and/or development.	
6.	Detail of experience in developing website and maintenance for the past five years (please attach proof)	
7.	Detail of similar assignment to Govt. (Please attach copy)	
8.	Copies of sanction letter/ work order of similar assignment to Govt. agencies (Please attach copy)	
9.	Please explain organization knowledge about urban local bodies.	
10.	Latest Tax Return (Please attach copy)	
11.	Annual Turnover: 2019-2020: 2020-2021: 2021-2022	
12.	Proposed Website Design & Solutions	

Declaration:

This is to certify that I/We before signing this job assignment have read and fully understood all the terms and conditions contained in the document and undertake myself/ourselves to strictly abide by them.

Signature of the firm with name, designation, seal and date

LIST OF REQUIREMENTS FOR WEB PORTAL:

Web Content

ULB Site
• ULB Logo
• Slider Images (Images change with a sliding effect)
• City Introduction (Introduction write up)
• City Map
• Public Utility Services (Name, Locality, Description) with Images
• Tourist Locations (Name, Locality, Description) with Images
• Mayor's message (Write up from the Mayor) with Picture
• Commissioner's message (Write up from the Commissioner) with Picture
• ULB News (Heading, Description) with Image
• ULB Events (Title, Description, Start Date, End Date)
• Recruitment listing (Heading, Description, URL to redirect to if required, Form/Doc related to the open position)
• Tender listing (Tender Name, Department, Tender No, Description, Sales start and end date, Sales start and end time, Tender opening and closing date, Estimates cost, Earnest Money Deposit, Name of the place where the tender form is available, Name of the place where the form has to be submitted)
• Projects Info (Project Name, Description)
• Recent announcements (Title, Description)
• Home screen flash announcement (One liner announcement, URL if required)
• Public Notice (Title, Description, Department, Notice Issue and Valid till date, Form or Doc if required)
• Government Resolutions (Title, Department, GR Code, GR Date, GR Document)
• RTI listing (Title, RTI Document)
• Help Documents for Online Services (Document that helps the user avail the service opted for)
• Required documents list for Online Services (List of required documents and data like old receipt or old transaction no for each service)
• Forms for services (While services are not online, offline forms can be uploaded for the users to download)
• FAQs
• Contact Us (ULB Name, Contact Name, Department of the contact person, Designation of the contact person, Email and Mobile no of the contact person, ULB Address)
• About Us (Write up on the ULB)
• About Website
• Copyright statement
• Hyperlink Policy
• Term of Use
• Best View Settings
• Privacy Policy
• Citizen Charter (Title, Citizen charter Doc)
• Departments list
• Elected Members (Ward No., Location/Locality list, Personal Info. etc.)

**Content for ULB Site to be shared on Priority, State level content can come at a later stage*

Specification/standards for images & logo:

- Logo - 80 * 80 Pixels
- Slider Images - 1280 * 450 Pixels
- Public Utility Services and Tourist Locations - 400 * 400 Pixels
- Mayor's and Commissioner's picture - 80 * 80 Pixels
- News - 400 * 400 Pixels

** All the images and documents uploaded to the Portal should be less than 1 MB. Word Press will not allow uploading files more than 1 MB in size. To load the site smoothly, images and documents within 500 KB are preferable.*