

**No.Teh/Cul/302/01/2019**

**Embassy of India**

22, Mir Emad Street (Corner of 9<sup>th</sup> Alley)

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Website: [www.indianembassytehran.gov.in](http://www.indianembassytehran.gov.in)

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**Subject: Quotation for annual contract for maintenance of the website of Embassy of India in Tehran.**

Embassy of India in Tehran seeks to services of firm/agency having minimum three years' experience of developing and maintaining websites for its website maintenance, as per Government of India (NIC, Ministry of Information and Technology) guidelines and regulations from time to time. Quotations are accordingly invited from the eligible reputed agencies.

**2. Scope of Works:** The scope of work includes regular maintenance and updating of the website and is broadly as follows:

- a. Day-to-day maintenance and updation of contents of all existing pages and designing new pages as per the requirement of the Government of India and Embassy of India as and when required.
- b. Maintain the website and incorporate mandatory elements as required by the Guidelines for Indian Government Websites (GIGW).
- c. Coordination with the NIC and EG&IT Division Ministry of External Affairs, New Delhi for the server and other related problems/issues as and when required.
- d. To ensure that the website is secured and working all the time. Auditing of website should be undertaken as and when required.
- e. Any other work not specified above but mandatory and essential for the website.

**3. Submission of Quotations:** Prospective agencies are requested to submit their quotations/offers in two parts i.e. (i) Technical Qualifications and (ii) Financial Offer. The last date for submission of duly completed is **16<sup>th</sup> July 2020 (5.30PM)** and should be sent to [hoc.tehran@mea.gov.in](mailto:hoc.tehran@mea.gov.in) in .pdf format.

**A. Technical Qualifications :** The following documents should be attached:

- i. Registration, PAN & GST Certificate.
- ii. The firm/agency should be registered and should have existence of at least 3 years.
- iii. The firm/agency should have the experience of working with Central or State Government / Indian Missions & Posts abroad/ Public Sector Undertaking and Autonomous bodies for 3 years in website development/ maintenance. Copies of the experience certificates should be self-attested and submitted.
- iv. A certificate to be submitted from the firm that the firm has not been debarred for award of contract during past 3 years.
- v. Certified copy of Income tax returns for last 3 years (2017-18, 2018-19 and 2019-20).
- vi. Certified copy of last three years' balance sheet showing minimum average annual turnover of Rs. 25 lakhs (2017-18, 2018-19 and 2019-20).
- vii. Name, address, contact no., designation/capacity of the authorized person assigned on behalf of the firm/agency to represent and sign.

**B. Financial Offer:** The financial offer/quote should be sent as a separate .pdf file as "password-protected" and along with the technical specifications. Those received in any other format and also without having been protected with password, will not be considered and quotation rejected. The password will have to be shared by the bidders exactly on the date and time specified for opening of the offers received by the last date. In the event of unforeseen conditions, the opening may be deferred and new date and time will be accordingly intimated to those who applied by the last date. All the prospective service providers should invariably share the contact details of the person to coordinate in this process.

**4. Late Applications:** Any quotation received after the last date and time specified for submission for the same, shall not be accepted under any circumstances. Quotations received after the last date shall be summarily rejected and no correspondence in this regard will be entertained.

**5. Clarification and Amendment:** In case any prospective service provider requires any clarification with regard to the terms and conditions, a written clarification may be sought by email addressed to [hoc.tehran@mea.gov.in](mailto:hoc.tehran@mea.gov.in) . At any time prior to the deadline for submission of quotations, the Embassy may, for any reasons, whether on its own initiative or suitability of its own requirement or in response to a clarification requested by a prospective service

provider, modify the terms and conditions by making necessary amendment(s). The amendment will be notified in the embassy website and will be binding on them. The deadline for submission of quotations may also be extended at the sole discretion of the Embassy.

**6. Undertaking:** The firm/agency must be signed by the authorized person and seal affixed on every page of this his notice and thereafter complete signed document must be submitted. An undertaking should be submitted along with the quotation indicating that “I/We accept the above terms and conditions. I/We undertake that I/we have carefully studied all the terms and conditions and understand the parameters of the proposed work of the Embassy and shall abide by them. I/we further undertake that the information given are true and correct in all respect and I/we hold the responsibility for the same.”

**7. Evaluation Criteria:** A duly constituted Purchase Committee will evaluate all the quotations received in accordance with the stipulated terms and conditions. List of all the agencies fulfilling the technical requirements will be prepared. The financial quote/offer of only those firms who are found technical qualified on all technical parameters will be opened on the day and time specified. The Committee may seek clarification/additional information from the firm/agency in case it is so required to evaluate the offers and help in decision-making for the purpose of selection of successful service provider. Conditional bids will not accepted and rejected.

#### **8. Other Terms and Conditions:**

- i. The selected firm/agency shall not utilize or publicize or disclose or part with any statistic, data or information collected with contract, failing which contract awarded may be cancelled and action as deemed fit may be taken.
- ii. The rates shall remain fixed & valid for a period of contract from the date of acceptance of contract on successful award of the same.
- iii. No terms and conditions other than as stipulated above will be entertained. Quotations without acceptance of the terms and conditions stipulated above are liable to be rejected.
- iv. The selected firm/agency shall ensure the compliance of all Statutory Acts and rules including the EPF Act and any other Labour Acts. The Embassy shall not be liable for any financial burden/ liability due to negligence by the contractor or his failure to comply with labour laws or any other Statutory Acts/Rules as per notifications issued from Govt. of India from time to time.
- v. The Embassy reserves the right to accept or reject any or all the offers without assigning any reason thereof. The decision of the Embassy will be final.

- vi. All disputes relating to this process shall be referred to sole arbitrator to be appointed by the Embassy, whose decision will be binding on both the parties.
- vii. The work contract is for 1 year initially and may be extended for another 2 years based on work performance of the firm succeeded in getting contract at the same cost and same terms & conditions.
- viii. The successful firm/agency will depute one authorized developer to resolve the issues at any time as per the requirement of the Embassy. Contact details of the person identified will be shared immediately on signing and acceptance of the contract.
- ix. All disputes arising out of this tender shall be subjected to jurisdiction of Courts at New Delhi.
- x. Payment would be made on quarterly basis.

**9. Period of Contract:** The period of contract will be initially one year extendable by another two years on year to year basis, on the same terms and conditions and rates, subject to satisfactory performance of services and mutual agreement and the sole discretion of the Embassy.

**10. Payment and Period of the Contract:** The contract will be awarded to the successful bidder initially for a period of one. This may be extended for another two years on a yearly basis on the same rates and terms and conditions with mutual agreement. No advance payment will be made. Payment on quarterly basis will be released on submission of invoice for the same at the end of the respective quarter.

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**Financial Quote Proforma**

S.No.	Description of Work	Annual Cost (in Rupees)
1	Maintenance of Website <a href="http://www.indianembassytehran.gov.in">www.indianembassytehran.gov.in</a>	
2	Taxes (if any)	
3	Grand Total	

[**Note:** No other cost/ amount would be paid over and above the aforesaid proposal amount. Payment will be released on quarterly basis based on satisfactory performance.]