



REQUEST FOR PROPOSAL (RFP)

**Hiring of Service Provider for Maintenance of Official Website of Embassy of
India, Tehran, Iran**

IMPORTANT EVENT	DATE	TIME (Indian Standard Time)
Publishing of RFP	31.01.2023	1730 Hrs
Start of Bid Document Download	31.01.2023	1730 Hrs
Start of Submission of Bids	31.01.2023	1830 Hrs
Last Date for receiving Queries	14.02.2023	1600 Hrs
End of Bid Submission	22.02.2023	1730 Hrs
Technical Bid Opening	23.02.2023	1730 Hrs
Financial Bid Opening	02.03.2023	1730 Hrs

1. Introduction: Embassy of India, Tehran, hereafter referred to as Embassy, is a diplomatic Mission functioning under Ministry of External Affairs (MEA), Government of India. The Embassy carries out functions like issuing visa, passports, other consular services, promoting bilateral relationships, defense co-operation between countries, educational co-operation, commercial, cultural and social activities, among others.

Official information regarding various services rendered by the Embassy is disseminated by Embassy's main portal and its sub-domain portals. As such, Embassy website is frequently accessed by netizens from across the world.

This RFP is for hiring of a Service Provider for re-development and maintenance of the official website of Embassy of India, Tehran.

2. Scope of Work: Broadly, the scope of work includes the following:

- (a) *Uploading of documents and photographs as and when instructed only by the Embassy and maintenance of Embassy's website (<https://www.indianembassytehran.gov.in>) based on MEA's website template. Redeveloping the Content Management System (CMS) of the website for contents like visa information, Passport, Press Releases, Live feeds, social media contents if any and periodic archiving of the old contents automatically.*
- (b) *Website to be hosted in India on Virtual Private Cloud by the service provider with hack proof security. In no case website hosting space is to be shared with other websites of private entities or any websites of Govt. organization/agencies.*
- (c) *Providing 24x7 unlimited update of the content with Embassy's officials for all the tasks related to the website design and maintenance and updates respectively.*
- (d) *Firm/agency would be required to provide Warranty, Maintenance and Technical Support for the period of contract for all matters related to Website Management, Website security and Website Hosting.*
- (e) *Provide online technical support for Training of Embassy staff for content upload on the Website.*
- (f) *To undertake social media updates such as Facebook/Twitter/Instagram/YouTube and other MEA and Embassy required social media updates in the live feed of the website.*
- (g) *To ensure that website complies with the "Guidelines for Indian Government Websites (GIGW)" <http://guidelines.gov.in/>*
- (h) *To provide the Secure Socket Layer (SSL) Certificate in Embassy's website.*

- (i) *To provide periodic full backup (Code along with the data) of website during the contract period. Database requires periodic bug-fixing, troubleshooting and the periodic update of searchable data.*
- (j) *To maintain site search engine by ensuring any content updates and new pages are searchable. Advanced search option to be incorporated if required by the Embassy. Logs of database access to be maintained.*
- (k) *To perform complete regular repairs as needed to scripting languages, basic HTML, broken images, broken links and all other malfunctioning code or components.*
- (l) *To provide a report on site traffic statistics and search engine analysis on monthly basis or as and when required by Embassy, including updated reports to Mission about number of visitors, geographical distribution of visitors, average time spent on the website, most visited sections/pages etc., besides other analysis.*
- (m) *To conduct regular audit of the website to ensure website Source Code is free from any potential vulnerability.*
- (n) *The website framework to be kept as per desired security standard. In this regard necessary security path management and security update to be carried out on a regular basis.*
- (o) *To comply with Security Audit and other security instructions as and when required by Embassy.*

3. Inviting bids from companies: Prospective bidders are requested to submit their bids in **two parts** i.e. (i) Technical Bid and (ii) Financial Bid. The last date of submission of duly completed bids is **22nd February 2023 (1730 Hrs Indian Standard Time)** and bids should be sent as separate **'Password-Protected'** .pdf format files to hoc.tehran@mea.gov.in and copied to com.tehran@mea.gov.in

- i. **Technical Bid:** The following documents should be attached with technical bid (Annexure-A):
 - a) Registration, PAN & GST Certificate.
 - b) The firm/agency should be registered and should have existence of at least three years.
 - c) The firm/agency should have the experience of working with minimum five (05) Indian Missions & Posts abroad/Central or State Government departments/Public Sector Undertaking and Autonomous bodies for three (03) years in website development/maintenance. Copies of experience certificates/work orders from at least three (03) Indian Missions & Posts abroad/Central or State Government departments/Public Sector Undertaking and Autonomous bodies should be self-attested and submitted.
 - d) Duly signed Bid Security Declaration as specified in **Para 7** of this tender document.

- e) A certificate (self certified undertaking) to be submitted from the firm/agency that the firm/agency has not been debarred from the award of contract by central/state government institution and there has been no litigation with any government department on account of providing IT services during the past three years.
 - f) Certified copies of the Income Tax Returns for the last three years (2019-2020, 2020-2021 and 2021-2022).
 - g) Certified copies of last three years' balance sheet showing minimum average annual turnover of Rs. 25 lakhs (2019-2022, 2020-2021 and 2021-2022).
 - h) Name, Address, Contact No. Designation/capacity of the authorized person assigned on behalf of the firm/agency to represent and sign.
 - i) The ISO 9001-2015 certificate.
- ii. **Financial Bid:** The Financial Bid (*Annexure-B*) should be sent as a separate .pdf file as '**Password-Protected**'. The cost quoted shall be fixed for the entire duration of the contract period. At no point will any deviation from the quoted rate will be entertained by the Embassy. In case there is a change in rate of taxes applicable by the government during the period of execution of contract, the same must be intimated to the Embassy with documentary proof at the earliest and the taxes will be paid as per actual.

Those received in any other format and also without having been password-protected will not be considered and quotation will be rejected. The password for the technical bid will have to be shared by the bidders on **23rd February 2023 at 1630 Hrs Indian Standard Time** at hoc.tehran@mea.gov.in. Financial bids of only those firms/agencies who meet the technical criteria will be opened. The password for the financial bid will have to be shared by the bidders on **02nd March 2023 at 1630 Hrs Indian Standard Time** at hoc.tehran@mea.gov.in. In the event of unforeseen conditions, the opening of the bids may be deferred and new date(s) and time will be accordingly intimated to those who apply by the last date. All the prospective bidders should invariably share the contact details of the person to coordinate in this process.

- 4. Late Applications:** Any bid received after the last date and time specified for submission of the same shall not be accepted under any circumstances and will be summarily rejected. No correspondence in this regard will be entertained.
- 5. Clarification and Amendment:** In case any prospective bidder 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 and copied to com.tehran@mea.gov.in. The last date for receiving the clarification requests is 14.02.2023 till 1600 Hrs Indian Standard Time. Any query received beyond the specified date would not be entertained under any circumstances. In no event will Embassy be

responsible for ensuring that Agency's inquiries have been received by it. Embassy will endeavor to provide a timely response to questions and would provide information to the extent it is currently available and to the best of its knowledge. The responses will be communicated through return email or a Pre-Bid Meeting will be called, if necessary.

At any time prior to the deadline for submission of bids, 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 bidder, modify the terms and conditions by making necessary amendment(s). The amendment(s) will be notified on CPP Portal and Mission's website and will be binding on the bidders. The deadline for submission of bids may also be extended at the sole discretion of the Embassy.

- 6. Undertaking:** The bids must be signed by the authorized person of the firm/agency and seal affixed on every page of the bid, and thereafter complete signed document must be submitted. An undertaking should be submitted along with the bid 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. Bid Security Declaration:** Prospective bidders are required to submit a signed Bid Security Declaration along with their bids to the effect and stating that if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a Performance Security before the deadline defined in the tender document, they will be suspended for the period of one year from being eligible to submit Bids/Proposals with the Embassy of India, Tehran.
- 8. Evaluation Criteria:** A duly constituted Tender Evaluation Committee will evaluate all the bids received in accordance with the stipulated terms and conditions. List of all the agencies fulfilling the technical requirements will be prepared. The financial bids of only those firms who are found technically qualified on all technical parameters will be opened on the day and time specified in the tender document. The Committee may seek clarifications/additional information from the firm/agency in case it is so required to evaluate the bids and help in decision-making for the purpose of selection of successful service provider. Incomplete and conditional bids will not be accepted and shall be summarily rejected.
- 9. Other Terms and Conditions:**
 - (a) 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.

- (b) The rates shall remain fixed & valid for the period of contract from the date of acceptance of contract, on successful award of the same.
- (c) No terms and conditions other than as stipulated above will be entertained. Bids without acceptance of the terms and conditions stipulated above are liable to be rejected.
- (d) 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 firm/agency and its failure to comply with labour laws or any other Statutory Acts and Rules as per notifications issued by Government of India from time to time.
- (e) The Embassy reserves the right to accept or reject any or all the bids without assigning any reason thereof. The decision of the Embassy will be final. Bids submitted in formats other than specified and not containing requisite prescribed documents shall be rejected.
- (f) The successful firm/agency will depute one authorized developer to resolve the issues, if any, at any time as per requirement of the Embassy. Contact details of the person so identified will be shared immediately on signing and acceptance of the contract. In case the designated person is changed after the contract is in force, the same may be communicated to the Embassy at the earliest and the firm/agency must ensure that one authorized developer is available at all times to coordinate with the Embassy.
- (g) Settlement of Disputes: All disputes, differences and questions arising out of or in any way concerning this RFP or subject matter thereof or the representative rights, duties and liability of the parties, shall be referred to the sole arbitrator to be appointed by the Embassy of India, Tehran, whose decision shall be binding on both parties. All disputes arising out of this RFP shall be subjected to jurisdiction of Courts in New Delhi.

10. Contract Agreement: The successful bidder will have to enter into a contract agreement before taking charge of the assignment, subject to minor amendment(s) (if any) before signing as per Embassy's local requirements.

11. Period of Contract: The period of contract will be initially two (02) years 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 at the sole discretion of the Embassy. In case of breach of contract or in event of not fulfilling the contract as per requirements, the Mission has the right to terminate the contract with immediate effect, in addition to initiating suitable administrative actions etc.

12. Termination of Contract: The contract can be terminated by either party, i.e. the Embassy or the Firm/Agency, after giving three months advance notice to the other Party, extendable by mutual agreement till alternate arrangements are made. However, the Embassy has the right to terminate the contract by giving a lesser period of Notice under special circumstances, such as security considerations, violation of privacy laws, etc. Embassy's decision in


such a situation shall be final and accepted by the firm/agency without any objection or resistance. On termination of the contract, the firm/agency will hand over all the credentials, source code and associated data, if any, with an undertaking that 'The firm/agency does not retain any data in any form and credentials related to the Embassy'.

13. Corrupt or Fraudulent Process: The following points related to corrupt or fraudulent practices need to be adhered to:

- (a) It is expected that the bidders who wish to bid for the tender have the highest standard of ethics.
- (b) Embassy shall reject a bid if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices while competing for this contract.
- (c) Embassy may declare a bidder/successful bidder ineligible, either indefinitely or for a definite period, if it, at any time, determines that the bidder has engaged in corrupt and fraudulent practices during the bidding process or during the execution of contract.

14. Performance Security: The successful bidder will have to furnish the performance security equivalent to 3% of the contract amount at the time of entering into contract with the Embassy. In case the successful bidder fails to accept and undertake the contract and does not deliver services according to terms and conditions of the tender, the performance security will be forfeited.

15. Payment: Payments will be made to the firm/agency on quarterly basis upon satisfactory performance and will be released on submission of invoice, only at the end of the concerned quarter.


(Navendu Shekhar)
Head of Chancery
Embassy of India, Tehran
Dated: 31.01.2023

Technical Bid Proforma

Firm/Agency Details:	
Name of Firm/Agency	
Address	
Website Address	
Phone Number(s)	
Fax Number(s)	
E-mail	
Contact Person Details:	
Name	
Mobile No.	
Fax No.	
E-mail	
Annual Turnover: (Please enclose copies of Income Tax Returns/ Audited Accounts in support of your claim)	
Financial year	Turnover (In Rupees)
2019-2020	
2020-2021	
2021-2022	
Registration Particulars: (Please give details of registration wherever available/ applicable, if any, with self attested copy of original registration)	
PAN No.	
GST Registration No.	
Registration with Central/ State government agencies	
ISO 9001-2015 certificate	

Financial Bid Proforma

Sl. No.	Description of Work	Annual Cost (in INR)
1.	Maintenance of Embassy's website https://www.indianembassytehran.gov.in	
2.	Providing Secure Socket Layer (SSL) Certificate	
3.	Taxes (if any and rate)	
4.	Grand Total	
<i>(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.)</i>		