



Request for Proposal
(RFP)

Redevelopment & Annual Maintenance Contract
for Official Website of the
Embassy of India, The Hague

Contact details for queries:

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Embassy of India, The Hague

1. Introduction

Embassy of India, The Hague hereafter referred to as EMBASSY is one of the various Indian Missions and Posts located around the world under Ministry of External Affairs (MEA), Government of India. Missions in abroad carry out jobs like issuing visa, passports, other consular services, bilateral relationships, defence co-operations between countries, educational co-operation, commercial and social activities.

The Missions/Post's main portal and its sub-domain portals are now becoming one of the attractive sites among netizens. This has resulted in frequent access of portal and its sub-domains from various locations across the world. There have been incidents of some of the accesses which contained targeted Distributed Denial of Service (DDoS) and attack against source code vulnerabilities. This entails that portal and its sub-domains should be hosted on a platform which provides enhanced security, auto-failover and redundancy features.

The objectives of this RFP are

A. Website Management:

- i. Annual Maintenance of Embassy of India, The Hague website
- ii. CMS updation and Website security.
- iii. Security auditing
- iv. Indian citizen registration and communication facilities
- v. 24 X 7 website content updates (onsite and offsite)
- vi. Search engine optimization
- vii. To provide an 'Appointment Management System' for the visitors to this Embassy
- viii. Social Media updates on website.
- ix. HTTPS/ SSL for the hosting of the website

2. Scope of Work

The primary focus of the website is to provide clear and easily understandable information to citizens of India and foreigners about Embassy of India, The Hague services. Broadly the scope of work includes:

Website Management & Security management

- i. *Redevelop the website for contents like visa information, Passport, Press Releases, Live feeds, Social Media Contents if any, periodic archiving the old contents automatically etc..*
- ii. *Website to be hosted in India on Virtual Private Cloud by the vendor with hack proof security.*
- iii. *Redesign of the **Content Management System** of the website for contents like visa information, Passport , Press releases, galleries, events , live feeds, social media contents, if any and periodic archiving the old contents automatically, etc.*
- iv. *Providing 24 X 7 unlimited update of the content with Mission (onsite and offsite) officials for all the tasks related to the website design and maintenance and updates respectively.*

- v. 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.
- vi. Preparation of User Manual and provide online technical support for Training of Indian staff for content upload on the Website.
- vii. Social Media updates such as Facebook/Twitter/Instagram/You Tube and other MEA and Mission required Social Media updates in the live feed of the website.
- viii. To ensure that website complies with the “Guidelines for Indian Government Websites (GIGW)” <http://guidelines.gov.in/>

2.1 Detailed Scope of Work

This section provides indicative scope of work for vendors. However, below work is only indicative and would vary depending upon actual requirements of Embassy of India, The Hague.

2.1.1 Redevelopment and Maintenance of Customized Web Based application/portal solutions/ Web designing:

- a) Redevelop the website for contents like visa information, Passport , Press releases, galleries, events , live feeds, social media contents, if any and periodic archiving the old contents automatically, etc..
- b) Design, maintain and distribute the Mission’s e-newsletter to registered users of the website and mailing list.
- c) Study and analysis of existing /similar website and include best practices in draft design.
- d) Coordination and collection of required content for website updates.
- e) Design should comply on all parameters with guidelines issued by Government of India for websites.
- f) Comply with website security guidelines issued by National Informatics Centre (NIC).
- g) The website should have features like an event calendar which would be updated from time to time.
- h) The page download response should be quick and fast.
- i) The website should be database driven / modular so that it can store & handle all the information and be able to handle the documents that would get uploaded on it on a regular basis. There should be periodic full backup (code along with data) of website during the contract period.
- j) Develop an application through which the Embassy is able to upload contents remotely. Approval rights will be with Embassy of India, The Hague.
- k) In the CMS, provide front-end user interface/ network login details that allows a user, even with limited expertise, to add, modify and remove content from a website.

2.1.2 Website Maintenance

- a. Upgrade/update content and structure of Embassy’s current website.
- b. Update Content on the website on a regular basis, as provided by Embassy.
- c. Develop banners/images/info graphics/flyers/ alerts or any other graphics as may be needed from time to time.
- d. Manage and maintain Embassy’s domain, including hosting facility in India

with secure server.

- e. Regularly monitoring of the website with 24 X 7 monitoring tools and intrusion detection system facility.*
- f. Complete regular repairs as needed to scripting languages, basic HTML, broken images, broken links and all other malfunctioning code or components.*
- g. Periodic full backup of website through the duration of the contract.*
- h. Provide a report on site traffic statistics and search engine analysis reports on a monthly basis.*
- i. Give monthly updated reports to Embassy about no. of visitors, geographical distribution of visitors, average time spent on the website, most visited sections/pages etc. besides other analysis.*
- j. Show number of visitors to the website.*
- k. Apart from uploading the contents the CMS will also enable the user to assign specific timeline for the contents to be displayed on the website.*
- l. Provide Embassy with two off site coordinator for all the tasks related to the website design and maintenance and repairs respectively.*

2.1.3 Content Management System

- a. Content Management- Redesign the CMS, edit, revise, update or create new textual content and graphics on existing pages based on Mission's request. The content (Text & Graphics) updates will be on a weekly basis.*
- b. Layout/homepage to be redesigned according to Embassy and MEA strategy periodically.*

2.1.4 Database Management

- a. Maintain registered Indian citizen database.*
- b. Content archiving in a local server for periodic review of the content up on need from Missions*
- c. Database- requires periodic bug fixing, troubleshooting and the periodic update of searchable data.*
- d. Maintain Site Search Engine by ensuring any content updates and new pages are searchable.*
- e. Advanced search option to be incorporated.*
- f. Automated reconciliation and generate necessary reports etc.*
- g. Provision for data capture and creating database of people registering on the website*
- h. Information service for consular service applicants for status checking including auto e-mail / sms notification*
- i. Registration module for Cultural / Economic events along with auto e-mail / sms notification*
- j. Economic / Commercial query registration & response module*

2.1.5 Adherence to Web Application Audit/ Compliance and Approval / Security Features.

Comply with Security Audit and other security instructions issued by the Embassy as and when issued.

2.1.6 Indicative Deliverables

- High Level Design/ Architecture Document*
- Provide a report on site traffic statistics and search engine analysis reports on a monthly basis.*

- Give monthly updated reports to Embassy about no. of new visitors, geographical distribution of visitors, average time spent on the website, most visited sections/pages etc. besides other analysis.
- Show number of visitors to the website.
- Development and implementation of the online web strategy with major upgrades in the design and content of the current website.
- Editing and proof reading of the website content.
- Re-development of content for the website as per the advice from the Embassy.
- Regular updates on the website.
- Prompt and Proper 24X7 Maintenance of website (onsite and offsite).
- Registered and online information database.
- Source code will be handed over to the Embassy, whenever requested.

3. Timeline for completion of activities

This timeline will be finalized with the successful vendor post selection as mutually agreed.

Indicative Timeline:

- i Responsive website re-development – 3 months after the new design is agreed between Embassy and the Vendor.*
- ii CMS Updating- Continuous update based on change in design. The existing content update will begin soon after the contract is signed with the selected Bidder.*
- iii Module on database- 3 Months. Extra updates based on requirements.*
- iv Source code and its access will be shared with the contracted bidder soon after the Bidder is selected.*
- v On termination of the contract, a handover to and handshake with the new contracted vendor after the due bidding process must be done, which includes sharing the source code, access to dashboard and maintenance and update portal.*

4. Eligibility

Minimum Eligibility Criteria

The Agency should be able to provide a qualified web designing, building and maintenance team, for undertaking this assignment. The Agency team would work closely with Embassy of India, The Hague. A confirmation letter from the Agency for being able to provide the qualified team should be attached. Details of the team dedicated to Embassy of India, The Hague should be provided.

The minimum eligibility criteria provided below for ready reference –

Sl. No.	Description	Document/Proof

1.	<i>The agency should give details like name, profile etc.</i>	<i>Details are to be submitted in the format given in Tech Bid: Details of the Bidder Organization</i>
2.	<i>The agency should be registered with the Service Tax department and carry a valid PAN/TAN or relevant registration in the Netherlands. Proof of the same must be submitted.</i>	<i>Copy of Service Tax Registration Copy of PAN Card - Copy of TAN Card</i>
3.	<i>The agency should be registered legal entity either in India or in the Netherlands. (Please upload only relevant portions).</i>	<i>Certificate of incorporation issued by the Registrar of companies / Chamber of Commerce (as applicable for India & the Netherlands)</i>
4.	<i>The agency's turnover should be more than INR 50 lakh average over the last three financial years viz, 2017-18,2018-19 and 2019-20. Bidder should have a positive net worth during the last three financial years (2017-18,2018-19 & 2019-20).</i>	<i>Copy of duly certified statement from appointed statutory auditor. Details are to be submitted in the format given in Tech Bid: Financial Details of Bidder And Copies of Income Tax returns for the last three years (2017-18, 2018-19 and 2019-20).</i>
5.	<i>An undertaking (self-certificate) that the agency hasn't been blacklisted by a central/state Government institution and there has been no litigation with any government department on account of IT services.</i>	<i>Details are to be submitted in the format given in Tech Bid: Declaration that the bidder has not been blacklisted</i>
6.	<i>An undertaking (self-certificate) that the agency has resources having domain knowledge in Web Development Governance need to have a documentary proof of Guidelines for Indian Government Websites (GIGW) Compliance expertise.</i>	<i>Certificate from any of the Government body as a proof.</i>
7.	<i>The bidder should have completed at least 10 orders for website development and maintenance for Indian Missions / Indian Government entities during the past five years i.e. 2015 – 2020 with India Missions abroad / Indian Government entities .</i>	<i>Copies of purchase orders in last five financial years i.e. 2015-16 , 2016- 17, 2017- 18 2018-19 and 2019-20 and linked satisfactory completion certificates may be submitted as supporting documents for 3 Missions / Indian Government entities at least</i>
8.	<i>The Agency must get at least 3 good references from Indian Missions abroad /Indian Government entities.</i>	<i>Copy of Valid Certification or email from Missions to Ministry of External Affairs (MEA), New Delhi or the Indian Government entities as applicable</i>

Competencies:

- a. Past experience in creating and maintaining very professionally and exceptionally creative websites for Indian Missions/Indian Government entities / Indian Corporate Houses having turnover of 500 crore or above.
- b. Excellent I.T. skills and project management skills
- c. Strong editorial team with communications skills to write clearly and compellingly in English and other languages.
- d. Ability to juggle priorities and deadlines and perform well under pressure;
- e. Ability to respond quickly to the maintenance requirement in the post commissioning phase.
- f. Awareness on the latest smart technologies for website development.
- g. Ability to regularly maintain, update the developed website.

Essential knowledge and experience:

- h. Good information technology skills, with previous experience of website maintenance, management, editing, and/or development.
- i. Expertise with HTML and content-management systems and latest trends and technology in website content and social media.
- j. Strong analytical and research skills, including the ability to analyse audiences, attitudes, communications products and messages and to translate them into the design and implementation of effective websites.
- k. Knowledge of the mandate and work of a government department website would be desirable.

Eligibility Criteria

Interested Agencies are invited to submit their proposals for the assignment, which must include the following, as detailed subsequently in this document:

- (i) Technical Proposal and
- (ii) Financial Proposal

The original proposal (Technical Proposal and Financial Proposal) shall contain no interlineations or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be authenticated by the persons or person who sign(s) the proposals.

4.1 Technical proposal

The Agencies are expected to provide the Technical Proposal as specified in the RFP Document. Material deficiencies in providing the information requested for may result in rejection of a proposal.

The Technical Proposal shall contain the following documents:

	Description	Document / Proof
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1	<i>Details of agency mentioning the name address Email and mobile phone number of the bidder/authorized representative.</i>	<i>Details are to be submitted in the the format given in Tech Bid: Details of the Bidder Organization</i>
2	<i>The agency should have an office/ branch in The Netherlands and/or in India.</i>	<i>Proof of the same along with license /local Govt. approvals/etc.</i>
3	<i>Proof of registration with the Service Tax department and carry a valid PAN/TAN or relevant registration number in the Netherlands</i>	<ul style="list-style-type: none"> - Copy of Service Tax Registration - Copy of PAN Card - Copy of TAN Card - Other relevant registration card
4	<i>The agency should produce Articles of Association for registration issued by the Registrar of Companies / Chamber of Commerce</i>	<i>Certificate of incorporation issued by the Registrar of companies / Chamber of Commerce (as applicable for India & the Netherlands respectively)</i> <i>(Please upload only relevant portions)</i>
5	<i>Proof of agency's turnover during the last three years to be minimum 50 lakh viz, 2017-18, 2018-19 and 2019-20.</i>	<i>A certificate to this effect from Chartered Accountant in original must be submitted. And Copies of Income Tax returns for the last three years (2017-18, 2018-19 and 2019-20).</i>
6	<i>An undertaking (self-certificate) that the agency hasn't been blacklisted by a central/state Government institution and Missions. Also there has been no litigation with any government department on account of IT Services.</i>	<i>Declaration that the bidder has not been blacklisted.</i>
7	<i>Self- Certificate that the agency has resources having domain knowledge in web Development Governance applications. Agency need to have a documentary proof of Guidelines for Indian Government Websites (GIGW) Compliance expertise.</i>	<i>Self-Certificate of compliance.</i>
8	<i>The bidder should have completed at least 10 orders for development of the website of Indian Missions / Indian Government entities during the past five years i.e. 2015-20 with requisite manpower for a similar scope of work.</i>	<i>At least 2-3 reference letter or emails from Missions / Indian Government entities for satisfactory work.</i>

- i. Letter of Technical Proposal Submission.
- ii. Profile and Track Record of the Agency.
- iii. Detail of award winning web designing and building assignment (s) handled, if any.
- iv. Defined deliverables have to be mentioned in the technical proposal with time lines.**
- v. Detail of the team proposed to be deployed to work with this Embassy, along with qualifications and experience of the team members must be provided.
- vi. An undertaking on the letterhead of the Agency and signed by an authorized signatory, that the Agency will undertake the assignment, in accordance with the Scope of Work detailed in the RFP document and at the cost submitted by the Agency in the financial proposal (the cost is not to be indicated in the undertaking).**
- vii. The above undertaking submitted by the agencies would be binding on the Agency.
The Technical Proposal shall not include any financial information.

4.2 Financial Proposal

4.2.1 In preparing the Financial Proposal, Agencies are expected to take into account the requirements and conditions outlined in the RFP document.

4.2.2. Letter of Financial Proposal should include:

- (i) **Total fee** from the date of issue of work order. For Financial Evaluation, the total fee (excluding Taxes/VAT) for the assignment will be considered. This Fee should include all costs/expenses of the Agency, except Taxes/VAT if applicable, for undertaking work as detailed in the Scope of Work.
- (ii) **Break-up of costs** for each of the items of work listed in the Scope of Work are to be submitted on a separate sheet of paper.

It is to be noted that

- a) Taxes / VAT as applicable in India / the Netherlands will be paid as per actual and the same are **not** required to be indicated in the financial bid.
- b) The cost quoted will be firm and fixed for the duration of performance of the contract. At no point of time will any deviation from the quoted rate be entertained by this Embassy.
- c) The Financial Bid shall not include any conditions attached to it and any such conditional financial proposal shall be rejected summarily.
- d) All prices should be quoted in Euro or INR and indicated both in figures and words. Figures in words will prevail.
- e) The cost should include all travel costs, shipping/mail, telephone/fax charges and agency administrative costs that may be incurred by the agency as part of this contract.

5. Submission of Bids in Response to the RFP

- a) Proposals must be submitted by post to Embassy of India, The Hague at the address specified below:

Shiv Mohan Singh, Second Secretary (PIC) & Community Affairs,
Embassy of India, Buitenrustweg 2, 2517 KD,
The Hague, Netherlands
Tel No. +31 070-346.9771

- b) Embassy of India, The Hague may, at its discretion, extend the deadline for submission of bids by issuing an Addendum in which case all rights and obligations of the proposed project and the agencies will thereafter be subject to the deadlines as extended.
- c) Embassy of India, The Hague will not accept delivery of bid by fax or e-mail. Bid received by fax or e-mail shall be treated as defective, invalid and rejected. A CD/DVD along with hard copy of all bid documents is acceptable by post.
- d) Financial bids of only those bidders who meet the technical criteria would be opened.
- e) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable.
- f) The Proposal should be submitted on or before 1500 hrs (The Hague Time) of 18.5.2021.
- g) The bid should contain the documents of Technical & Financial Bids in two separate packets and also to note that both these packets should be submitted together in a separate envelope, superscribed with

“Technical & Financial Bids for Redevelopment and Maintenance of Website for Embassy of India, The Hague”.

No Proposal will be accepted after the deadline for submission and in the event of any proposal being received after the closing time for submission of proposals will not be accepted.

6. Pre- bid meeting

In no event will Embassy of India, The Hague is responsible for ensuring that Agency inquiries have been received by it. Embassy of India, The Hague will endeavour to provide a timely response to all questions and would provide information to the extent it is currently available to the best of its knowledge. The responses will be communicated through email or a Pre-Bid Meeting will be called, if necessary.

The last date for receiving the clarification requests is 14.5.2021. Any query received beyond the specified timeline would not be entertained under any circumstances.

7. Opening of bid

There will be two bid-opening events (i) for Qualification cum Technical Bids and (ii) for the Financial Bids.

- i Embassy of India, The Hague will open Qualification cum Technical Bids and list them for further evaluation. The 'Financial Bid' covers shall not be opened until the evaluation of the Qualification cum Technical Bids is complete.
- ii After evaluation of Qualification cum Technical Bids, the financial bid of only those Agencies, who qualify in Qualification cum Technical Bids Evaluation, will be opened.
- iii Total transparency will be observed while opening of proposals. Embassy of India, The Hague reserves the right at all times to postpone or cancel a scheduled bid opening, as mentioned in the Schedule. In the event of the specified date of bid opening being declared a holiday, the bids shall be opened at the appointed time and location on the next working day.
- iv Bidders can be present at the time of opening of Technical Bids. Advance intimation has to be given by email at fspic.thehague@mea.gov.in

8. Selection Process

8.1 The Technical Proposals will, in the first instance, be examined in the Embassy of India, The Hague to ascertain fulfilment of eligibility criteria and submission of required documents.

8.2 Presentation: Agencies which fulfil the eligibility criteria and have submitted all required documents in their Technical Proposal will be invited to make presentations on their Technical Proposal at a date/time to be specified and conveyed by Embassy of India, The Hague , if required.

8.3 In the Second Stage, the finance/budget proposal of organizations will be compared amongst the technically qualified bidders.

8.4 The contract will be awarded to the organization on the basis of past experiences with Missions, number of good reference from Indian Missions abroad/ Indian Government entities, proposal, budget and PowerPoint presentation.

8.5 Successful Bidder will be informed of the decision and he/she will be required to sign an agreement with the Embassy of India, The Hague. Successful Bidder will also have to submit the Performance Security at this time as per format given at Annexure VII.

9. Payment conditions

- a. Payment will be made in Euro or INR by Embassy of India, The Hague to the successful vendor's designated bank account by wire transfer or SBI cheque for the web design, development and maintenance by quarterly at the end of the quarter.
- b. Payments shall be subject to deductions of any amount for which the Vendor is liable as per the penalty clause of this tender document.

9.2 General Terms and Conditions

(i) To implement all security instructions provided by CERT-IN, MEA or the EMBASSY

- to ensure that websites comply with the 'Guidelines for Indian Government Websites (GIGW)' {<http://guidelines.gov.in/> in full}, will be the responsibility of the service provider including the cost involved.
- (ii) Identify and execute training requirements along with preparation of User Manual will be the responsibility of the service provider including the cost involved.
 - (iii) Mere submission of RFP shall not confer any right whatsoever on the submitting entity.
 - (iv) The RFP shall remain valid for a period of 6 months from the date of publication of RFP.
 - (v) It shall be obligatory on part of the submitting entity to furnish any further information as may be sought by Embassy of India, The Hague.
 - (vi) Neither the issue of this invitation for RFP nor any part of its contents is to be taken as any form of commitment or acknowledgement on part of Embassy of India, The Hague to proceed with any RFP or any entity and Embassy of India, The Hague reserves the rights to annul or terminate the process or reject any RFP at any time or stage without assigning any reason.
 - (vii) Incomplete proposals are liable to be rejected.
 - (viii) If the service provider does not deliver the work to the satisfaction of the Customer within the stipulated time (as per para 03) a penalty of Euro 100- per calendar week shall be imposed on the service provider. An additional penalty of Euro 15- per calendar day shall be imposed on the service provider if the work is not completed in additional period of two weeks i.e. by after applying penalty of Euro 100- per week.
 - (ix) This RFP is not an agreement and is neither an offer nor invitation by Embassy of India, The Hague to the prospective Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in preparing their proposal pursuant to this RFP (the "Bid"). This RFP includes statements, which reflect various assumptions and assessments arrived at by Embassy of India, The Hague in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for Embassy of India, The Hague, its employees to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources.
 - (x) Embassy of India, The Hague may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

- (xi) The issue of this RFP does not imply that Embassy of India, The Hague is bound to select a Bidder or to appoint the Selected Bidder, as the case may be, for the Project and Embassy of India, The Hague reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.
- (xii) Further, all information/data/reports/pitches/data or other material submitted to Embassy of India, The Hague under this Tender/RFP/RFQ by the Applicant shall become the property of Embassy of India, The Hague. The Applicant hereby agrees that they shall not have any right, claim, authority whatsoever over the submitted information/reports/pitches/data or other material to Embassy of India, The Hague. The Applicant further agrees and undertakes that Embassy of India, The Hague may use the aforesaid information/data/reports/pitches/data or other material at its sole discretion and the Applicant shall not have any objection whatsoever in Embassy of India, The Hague using the same.
- (xiii) The firm shall be a legal entity as per the GOI rules/regulations and laws of the land.
- (xiv) The firm must have service tax registration, PAN, TIN, Service Tax reg. No. and should be income tax assessee.
- (xv) The firm should not have been blacklisted by any Government organization.
- (xvi) Embassy of India, The Hague shall not be liable for any cost incurred by the respondents in preparing responses to this tender or negotiations associated with award of a contract.
- (xvii) **Force Majeure-** If, at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war or hostility, act of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lock outs or act of God (hereinafter referred to as events) provided notice of happenings of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall due to such event be entitled to terminate this contract nor shall either party have any claim for damage against other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event come to an end or cease to exist, and the decision of the purchaser as to whether the deliveries have been so resumed or not shall be final and conclusive. Further that if the performance in whole or part any obligation under this contract is prevented or delayed by reasons of any such event for a period of exceeding 60 days, party may, at its option, terminate the contract.
- (xviii) **Settlement of Disputes and Arbitration-** All disputes, differences and questions arising out of or in any way touching or concerning this agreement or subject matter thereof or the representative rights, duties or liability of the parties shall be referred to the sole arbitration of the Ambassador of India, The Hague or any person nominated by him/her. The arbitration shall be in accordance with the

Arbitration and Conciliation Act, 1996 or any other law that takes place in this regard. The arbitrator shall be in entitled to extend the time of arbitration proceedings with the consent of the parties.

10. Important Dates

In respect of the RFP for- Redevelopment and Maintenance of website of Embassy of India, The Hague.

Tender Reference No.	HAG/INFO/301/1/2021	
Name of Organization	Embassy of India, The Hague	
	Date	Time (The Hague Local time)
Date of Publishing	23.04.2021	1700 hrs
Bid Document download start date	23.04.2021	1730 hrs
Clarification start date	23.04.2021	1800 hrs
Clarification end date	14.05.2021	1730 hrs
Bid Submission start date	23.04.2021	1830 hrs
Bid Submission end date	18.05.2021	1500 hrs
Bid opening date	19.05.2021	1530 hrs

AUTHORIZATION LETTER

To

Embassy of India, The Hague.

Subject: Proposal for Redevelopment and Maintenance of the Embassy of India, The Hague Website

Sir,

We, the undersigned vendor, having read and examined in detail the Specifications and all the bidding documents do propose to provide the Services as specified in the bidding document no.

2. All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents.
3. All the prices and other terms and conditions of this proposal are valid for a period of 120 calendar days from the date of opening of the Bids.
4. We, do hereby confirm that our Bid prices exclude all taxes, levies etc.
5. We have carefully read and understood the terms and conditions of the contract applicable to the tender and we do hereby undertake Services as per these terms and conditions.
6. We declare that our prices are as per the technical specifications and bid documents. These prices are indicated in Annexure(s) attached with our proposal as part of the commercial bid.
7. We do hereby undertake that, in the event of acceptance of our bid, the Services shall be completed as stipulated in the tender document.
8. We enclose herewith the Bid in a manner as required by the Embassy. This includes:
 - Authorization Letter (Annexure I)
 - Vendor Information (Annexure II)
 - Vendor's –Detailed Experience (Annexure III-A)
 - Past Experience Summary – (Annexure III-B)
 - Technical bid (Annexure IV)
 - Financial bid(Annexure V)

- Bid Security Declaration Form (Annexure VI)

9. Certified that we are:

A sole proprietorship firm and the person signing the tender is the sole proprietor/constituted attorney of the sole proprietor,

Or

A partnership firm, and the person signing the tender is a partner of the firm and he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement by virtue of general power of attorney.

Or

A Company and the person signing the tender is the constituted attorney.

(NOTE: Delete whatever is not applicable. All corrections /deletions should invariably be duly attested by the person authorized to sign between us.)

10. We do hereby undertake, that until a contract is prepared and executed, this bid together with Embassy of India, The Hague 's written acceptance thereof, the tender document and placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Signature of vendor representative

Address:

Detail of enclosures:

Telephone No:

VENDOR PARTICULARS

SI.NO	Item	Details	
1	Company Name		
2	Year Established	Reg. Certificate attach	
	(Copy of incorporation)		
3	Address of the both Corporate & Head Office:	Address	
		Telephone: Fax No. : website Email Address: Mobile No.	
4	Contact Person	Fax No. :	
		Name	
		Designation	
		Mobile:	
5	Service Tax, VAT/BTW,TIN and PAN details (as applicable)	Email Address:	
		Service Tax No:	
		(Attach self-attested copy of Service Tax Registration Certificate)	
		VAT TIN No. :.....	
		(Attach self-attested copy of VAT/Sales Tax certificate)	
6	Financial <i>Turnover</i> Information	Year	
		Amount in INR	
		2017-18	
		2018-19	
	2019-20		
		(Copy of Turnover Certificate for the financial years 2017-18, 2018-19 and 2019-20 duly certified by Chartered Accountant Attached as	

VENDOR'S EXPERIENCE

S.No	Item	Details
1.	Name of the project (Also specify the name of website/portal/web application AND URL of the website/portal/Web application)	
2.	Client Details	
3.	Name, Title & Address of the Client who can be contacted	
4.	Project Duration	
5.	Start Date & End Date	
6.	Scope of work	
7.	Relevant work domain	
8.	Software Tools & Technology used	
9.	Total Efforts in Man months	
10.	Contract Value (In Lakhs)	

**** Attach LOI/Work Order/ Contract copy (Mandatory)**

Letter from the Client for satisfactory completion of the project / Appreciation letter from Client / CERT-in Certificate/ STQC Certification would be given additional weight age

Experience Summary

SL	Project Name	Client Name	Start & End Date	Activities Relevant to scope	Contract Value (INR)	Efforts in Man Months
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						

Technical bid

Sl. No.	Description for Document / Proof to be submitted with Technical bid	Type
(i)	Letter of Technical Proposal Submission.	.pdf
(ii)	Details of agency as per given format a) Profile and Track Record of the Agency. b) Case studies of large brands handled, with focus on results achieved through web designing and development. c) Detail of award winning web designing and building assignment (s) handled, if any.	.pdf
(iii)	<i>Proof of registration with the Service Tax department and carry a valid PAN/TAN/VAT or relevant registration number in the Netherlands</i>	.pdf
(iv)	<i>Certificate of incorporation issued by the Registrar of companies / Chamber of Commerce along with Memorandum of Articles of Association</i>	.pdf
(v)	<i>Proof of agency's turnover during the last three years viz, 2017-18, 2018-19 and 2019-20</i>	.pdf
	<i>A certificate to this effect from Chartered Accountant in original must be submitted.</i>	
(vi)	<i>Copies of Income Tax return for last three years viz, 2017-18, 2018-19 and 2019-20</i>	.pdf
(vii)	<i>Certificate from any of the Government body that the agency has resources having domain knowledge in Web Development Governance applications. Agency need to have a documentary proof of Guidelines for Indian Government Websites (GIGW) Compliance expertise.</i>	.pdf
(viii)	<i>Copies of purchase orders in last five financial years i.e., 2015-16 ,2016-17 ,2017-18,2018-19 and 2019-20</i>	.pdf
	<i>Linked satisfactory completion certificates may be submitted as supporting documents.</i>	
(ix)	Defined deliverables with timelines.	.pdf
	Detail of the team proposed to be deployed to work with the	.pdf

(x)	Embassy of India, The Hague , with qualifications and experience of the team members must be provided	
(xi)	An undertaking on the letterhead of the Agency and signed by an authorized signatory, that the Agency will undertake the assignment, in accordance with the Scope of Work detailed in the RFP document and at the cost submitted by the Agency in the financial proposal (the cost is not to be indicated in the undertaking) . The above undertaking submitted by the agencies would be binding on the Agency.	.pdf

Financial Bid Format

Prices in Financial Bid should be quoted in the following format.

Sl.No.	Document
1.	Letter of Financial Bid Submission
2.	Total fee, include all costs/expenses of the Agency for undertaking work as detailed in the Scope of Work.
3.	Break-up of costs for each of the items of work listed in the Scope of Work are to be submitted on a separate sheet of paper.

No.	Service Categories as given in scope of work	Cost in Euro or INR	
		Figures	word
1	Redevelopment and Maintenance of the Website for Embassy of India, The Hague (Including one -year Free Support period)		
2	Maintenance charge for 1 year maintenance (including the cost of the onsite coordinator) after expiry of free support period (Annual Charges)		

Note: Bidders are requested to note the following:

- a) Taxes / VAT as applicable as applicable in India / the Netherlands will be paid as per actual and the same are not required to be indicated in the financial bid.
- b) TDS will be deducted as per rules applicable.
- c) The cost quoted will be firm and fixed for the duration of performance of the contract. At no point of time will any deviation from the quoted rate be entertained by Embassy of India, The Hague.
- d) The Financial Bid shall not include any conditions attached to it and any such conditional financial proposal shall be rejected summarily.
- e) All prices should be quoted in Euro or INR and indicated both in figures and words. Figures in words will prevail.

Date	Signature of Authorised Signatory ...
Place	Name of the Authorised Signatory ...
	Designation ...
	Name of the Organisation ...
	(Seal)

Bid Security Declaration Form

Date: _____ Tender No. _____

To (insert complete name and address of the purchaser)

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or

b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown)

in the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on _____ day of _____ (insert date of signing)

Corporate Seal (where appropriate)

PERFORMANCE SECURITY FORM

(To be stamped in accordance with Stamp Act If any, of the Country of the issuing Bank)

Bank Guarantee No.....Date.....

To

Embassy of India,
The Hague

Dear Sirs,

In consideration of the Embassy of India, The Hague (Hereinafter referred to as the 'Purchaser' which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators and assigns) having awarded to M/s.....(Contractor's Name).....with its Registered/Head Office at.....(Hereinafter referred to as the 'Contractor'. Which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), a Contract by issue of Purchaser's Purchase Order No.....dated.....and the same having been acknowledged by the contractor, for.....(Contract sum in figures and words) for..... (Name of the work) and the Contractor having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract equivalent to 3% () of the said basic value of the aforesaid work under the Purchase Order.

We.....(Name & Address of the Bank).....having its Head Office at.....(hereinafter referred to as the 'Bank', which expression shall, unless repugnant to the context of meaning thereof, include its successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the Purchaser's on demand any and all monies payable by the Contractor to the extent of.....() as aforesaid at any time upto.....(days/month/year) without any demur, reservation, contest, recourse or protest and/or without any reference to the Contractor. Any such demand made by the Purchaser on the Bank shall be conclusive and binding notwithstanding any difference between the Purchaser's and the Contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the Purchaser and further agrees that the guarantees herein contained shall continue to be enforceable till the Purchaser discharges this guarantee or till.....(days/month/year) whichever is earlier.

The Purchaser shall have the fullest liberty, without affecting in anyway the liability of the Bank under this guarantee, from time to time to extend the time for performance of the Contract by the Contractor. The Purchaser shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Contractor, and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied, in the Contract between the Purchaser and the Contractor or any other course or remedy or security available to the Purchaser. The Bank shall not be released of its obligation under these presents by any exercise by the Purchaser of its liberty with reference to the matters aforesaid or any of them or by reason of any other act or forbearance of other acts of omission or commission on part of the Purchaser or any other indulgence shown by the

Purchaser or by any other matter or thing whatsoever which under law would, but for this provision have the effect of relieving the Bank.

The Bank also agrees that the Purchaser at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Contractor and notwithstanding any security or other guarantee the Purchaser may have in relation to the Contractor's liabilities.

- i) Our liability under this Bank Guarantee shall not exceed Rs.....
- ii) This Bank Guarantee shall be valid up to and including.....
- iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if Purchaser serve upon Bank a written claim or demand on or before.....

Dated this.....Day of.....2021.....at.....

WITNESSES:

Signature.....

Name.....

Official Address.....

Signature.....

Name.....

Official Address.....

Bank's Common Seal.....

Attorney as per Power of Attorney

Signature.....

Name.....

Designation.....

Address.....