

**Embassy of India
Brussels**

Notice Inviting Quotations

for

Annual Maintenance Contract for Official Website of Embassy of India, Brussels

Embassy of India, Brussels invites quotations from established/reputed vendors having experience in hosting and maintaining Indian Missions/Posts website, for management and maintenance of website for Embassy of India, Brussels.

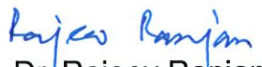
2. Proposals must be submitted to at the address specified below:

**Mr. Abhishek Dubey,
First Secretary (Press),
Embassy of India, Chaussée de Vleurgat 217,
1050 Brussels**

Email: fspic.brussels@mea.gov.in

3. **Last date for receipt of quotations will be 17:00 hrs (CET) on 13th March 2021.** No proposal will be accepted after the deadline for submission. Embassy of India, Brussels may, at its discretion, extend the deadline for submission of quotations 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. The Embassy of India, Brussels, also reserves the right to reject/cancel any or all bids without assigning any reason.

4. **Full details are available below.**


Dr. Rajeev Ranjan
Head of Chancery
Embassy of India Brussels

Request for Quotation for Annual Maintenance Contract for Official Website of Embassy of India, Brussels

The objectives of this RFQ are

A. Website management:

- Management and maintenance of website of Embassy of India, Brussels as dynamic and responsive website along with mobile version
- CMS updation and Website security.
- Security auditing
- Providing for Indian citizen registration, business enquiries and communication facilities
- 24 X 7 website content updates
- Search engine optimization
- Language – English with select language option
- Social Media updates on website.
- Hosting the website on Virtual Private Cloud with Data centre in India.
- HTTPS/ SSL for the hosting of the website

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, Brussels services. Broadly the scope of work includes:

1. Website Management & Security management

- i. *Redesign of website as per MEA, NIC website and other GOI guidelines as a responsive website.*
- 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 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/Youtube 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/>
- ix. The portal/website maintenance agency will be responsible for provisioning of underlying system software, software licenses, infrastructure, bandwidth, and Cloud services for deployment and hosting of applications which includes hardware requirements (No. of CPU, Cores, No. of machines, RAM per machine and HDD). In no case will Mission pay for or procure additional system/software licenses.
- x. The portal/website maintenance agency shall provision for compute, storage and bandwidth requirements which may be auto-scaled (additional capacity based on the demand and auto-scaling rules) over the period of contract in line with the transaction load to meet the requirements.
- xi. The portal/website maintenance agency shall provision for Cloud services which possess Anti DDoS feature.
- xii. The portal/website maintenance agency will provide Non-Disclosure Agreement (NDA).

2.1 Detailed Scope of Work

This section provides indicative scope of work for vendors. The work would vary depending upon actual requirements of Embassy of India, Brussels.

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

- 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) 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 NIC, GOI.
- 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.
- j) Develop an application through which the Mission is able to upload contents remotely. Approval rights will be with Embassy of India,Brussels..

- 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 Mission's current website.*
- b. Update Content on the website on a regular basis, as provided by Mission.*
- c. Develop banners/images/info graphics/flyers or any other graphics as may be needed from time to time.*
- d. Manage and maintain Mission'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 Mission 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 Mission 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 Mission 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 mission.*
- 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.*

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

Comply with Security Audit and other security instructions issued by the Mission 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 Mission 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.*
- *Development of new content for the website as per the advice forms the Mission.*
- *Regular updates on the website.*
- *Prompt and Proper Maintenance of website.*
- *Registered and online information database.*
- *Source code will be handed over to Mission, whenever requested.*
- *The portal/website maintenance agency in case provisioning for the Cloud services shall comply with the following requirements:-*

Category	S.No.	Requirement	Description
<i>Regulatory</i>	<i>1</i>	<i>Data center locations should be in India</i>	<i>Cloud provider should offer cloud services from within India.</i>
<i>Regulatory</i>	<i>2</i>	<i>Maintain and ensure data locality</i>	<i>Cloud provider should ensure that customer data resides only in the Region they specify.</i>
<i>Regulatory</i>	<i>3</i>	<i>Protect your applications from the failure of a single location</i>	<i>Cloud provider should offer data centers engineered to be isolated from failures in other data centers, and to provide inexpensive, low latency network connectivity to other data centers in the same region.</i>

Computer	4	Compute instances – Burstable performance	Cloud provider should offer instances that provide a baseline level of CPU performance with the ability to burst above the baseline.
Computer	5	Compute instances – Dedicated	Cloud provider should offer instances that run on hardware dedicated to a single customer.
Computer	6	Resize virtual cores, memory, storage seamlessly	Customer must be able to specify and modify server configuration (CPU, memory, storage) parameters seamlessly and without outage.
Computer	7	Local disk/Instance store	Cloud service should support local storage for compute instances to be used for temporary storage of information that changes frequently.
Computer	8	Provision multiple concurrent instances	Cloud service must offer self-service provisioning of multiple instances concurrently either through a programmatic interface (API/CLI) or through a management console.
Computer	9	Auto Scaling support	Cloud service should be able to automatically increase the number of instances during demand spikes to maintain performance and decrease capacity during lulls to reduce costs.
Computer	10	Bring your own image/Instance Import	Customer should be able to import their existing image and save it as a new, privately available image that can then be used to provision instances in the future.
Computer	11	Export Instance Image	Cloud service must support the ability to take an existing running instance or a copy of an instance and export the instance into a VMDK or VHD image format.

Computer	12	Instance failure recovery	Cloud service must be architected in such a way to automatically restart instances on a healthy host if the original physical host fails.
Computer	13	Instance restart flexibility	Cloud provider must be able to schedule events for customer's instances, such as a reboot, stop/start, or retirement. Depending on the event, customer might be able to take action to control the timing of the event.
Computer	14	Support for Docker containers	Cloud service should support containers, including Docker and/or other containerization platforms.
Computer	15	Highly scalable, high performance container management service	Cloud provider should offer a highly scalable, high performance container management service.
Computer	16	Event-driven computing that runs code in response to events	Cloud service should be able to run customer code in response to events and automatically manage the compute resources.
Computer	17	Pay-as-you-go pricing	Cloud provider should offer a simple pay-as-you-go pricing where customers can pay for compute capacity by the hour with no long-term commitments.
Networking	18	Multiple network interface/instance	Cloud service should be able to support multiple (primary and additional) network interfaces.

Networking	19	Multiple IP addresses/instance	Cloud service should be able to support multiple IP addresses per instance. Use cases include hosting multiple websites on a single server and network appliances (such as load balancers) that have multiple private IP addresses for each network interface.
Networking	20	Ability to move network interfaces and IPs between instances	Cloud service should support the ability to create a network interface, attach it to an instance, detach it from an instance, and attach it to another instance.
Networking	21	Network traffic logging - Log traffic flows at network interfaces	Cloud service should support capturing information about the IP traffic going to and from network interfaces.
Networking	22	Auto-assigned public IP addresses	Cloud service should be able to automatically assign a public IP to the instances.
Networking	23	IP Protocol support	Cloud service should be able to support multiple IP protocols, including TCP, UDP, and ICMP protocols.
Networking	24	Static public IP addresses	Cloud provider must support IP addresses associated with a customer account, not a particular instance. The IP address should remain associated with the account until released explicitly.
Networking	25	Subnets within private network	Customer should be able to create one or more subnets within private network with a single Classless Inter-Domain Routing (CIDR) block.

Networking	26	Subnet level filtering (Network ACLs)	Cloud service should support subnet level filtering – Network ACLs that act as a firewall for associated subnets, controlling both inbound and outbound traffic at the subnet level.
Networking	27	Ingress filtering	Cloud service should support adding or removing rules applicable to inbound traffic (ingress) to instances.
Networking	28	Egress filtering	Cloud service should support adding or removing rules applicable to outbound traffic (egress) originating from instances.
Networking	29	Disable source/destination checks on interfaces	Cloud service should support the ability to disable source/destination check on network interfaces. By default, compute instances perform source/destination checks.
Networking	30	Configure proxy server (NAT instance) at network level	Cloud service should support NAT instances that can route traffic from internal-only instances to the Internet.
Networking	31	Multiple VPN Connections per Virtual Network	Cloud service should support creating multiple VPN connections per virtual network
Networking	32	DNS based global load balancing	Cloud service should support Load balancing of instances across multiple host servers.
Networking	33	Load balancing supports multiple routing methods	Cloud service should support multiple routing mechanism including round-robin, failover, sticky session etc.

Networking	34	Front-end Load Balancer	Cloud service should support a front- end load balancer that takes requests from clients over the Internet and distributes them across the instances that are registered with the load balancer.
Networking	35	Back-end Load Balancer	Cloud service should support an internal load balancer that routes traffic to instances within private subnets.
Networking	36	Health checks - monitor the health and performance of application	Cloud service should support health checks to monitor the health and performance of resources.
Networking	37	Integration with Load Balancer	Cloud service should support integration with load balancer.
Networking	38	Low Latency	The CSP should be able to provide a 10GB network connectivity between the servers if required.
Storage Block Storage –	39	Support for storage allocated as local disk to a single VM	Cloud provider should offer persistent block level storage volumes for use with compute instances.
Storage Block Storage –	40	Storage volumes > 1 TB	Cloud provider should offer block storage volumes greater than 1 TB in size.
Storage Block Storage –	41	SSD backed storage media	Cloud service should support solid state drive (SSD) backed storage media that offer single digit millisecond latencies.

Storage – Block Storage	42	Provisioned I/O support	Cloud service should support the needs of I/O-intensive workloads, particularly database workloads that are sensitive to storage performance and consistency in random access I/O throughput.
Storage – Block Storage	43	Encryption using provider managed keys	Cloud service should support encryption of data on volumes, disk I/O, and snapshots using industry standard AES-256 cryptographic algorithm.
Storage – Block Storage	44	Encryption using customer managed keys	Cloud service should support encryption using customer managed keys.
Storage – Block Storage	45	Durable snapshots	Cloud service should support point- in-time snapshots. These snapshots should be incremental in nature.
Storage – Block Storage	46	Ability to easily share snapshots globally	Cloud Service should support sharing of snapshots across regions making it easier to leverage multiple regions for geographical expansion, data center migration, and disaster recovery.
Storage – Block Storage	47	Attach more than one compute instance to a single volume	Cloud service should support adding more than one compute instance to a single storage volume in RW mode so that many users can access and share a common data source.
Storage – Block Storage	48	Consistent Input Output per second (IOPS)	Cloud service should support a baseline IOPS/GB and maintain it consistently at scale
Storage – Block Storage	49	Annual Failure Rates <1%	Cloud service should be durable and support annual failure rates of less than 1%

Storage – File Storage	50	Simple, scalable file storage service	Cloud provider should offer a simple scalable file storage service to use with compute instances in the cloud.
Storage – File Storage	51	SSD backed storage media	Cloud service should offer SSD backed storage media to provide the throughput, IOPS, and low latency needed for a broad range of workloads.
Storage – File Storage	52	Grow file systems to petabyte scale	Cloud service should support petabyte-scale file systems and allow thousands of concurrent NFS connections.
Storage – File Storage	53	Consistent low latency performance (T50-T99)	Cloud service should support consistent low latency performance between 5-15 ms at any scale.
Storage – File Storage	54	Scalable IOPS and throughput performance (/TB)	Cloud service should support scalable IOPS and throughput performance at any scale.
Storage – File Storage	55	Sharable across thousands of instances	Cloud service should support thousands of instances so that many users can access and share a common data source.
Storage – File Storage	56	Fully elastic capacity (no need to provision)	Cloud service should automatically scale up or down as files are added or removed without disrupting applications.
Storage – File Storage	57	Highly durable	Cloud service should be highly durable - file system object (i.e. directory, file, and link) should be redundantly stored across multiple data centers.
Storage – File Storage	58	Read-after-write consistency	Cloud service should support read after write consistency (each read and write operation is guaranteed to return the most recent version of the data).

<i>Relational Database</i>	59	<i>Managed relational database service</i>	<i>Cloud provider should offer a service that makes it easy to set up, operate, and scale a relational database in the cloud.</i>
<i>Relational Database</i>	60	<i>Support for MySQL</i>	<i>Cloud service should support the last two major releases of MySQL (versions 5.6, 5.5) as a database engine.</i>
<i>Relational Database</i>	61	<i>Support for Oracle</i>	<i>Cloud service should support the last two major releases of Oracle (11g and 12c) as a database engine.</i>
<i>Relational Database</i>	62	<i>Support for Microsoft SQL Server</i>	<i>Cloud service should support all the editions (Express, Web, Standard, Enterprise) of SQL Server 2012 as a database engine.</i>
<i>Relational Database</i>	63	<i>Support for PostgreSQL</i>	<i>Cloud service should support the last two major releases of PostgreSQL (9.4.x, 9.3.x)</i>
<i>Relational Database</i>	64	<i>Low latency, synchronous replication across multiple data centers in a region</i>	<i>Cloud service should support synchronous replication of a primary database to a standby replica in a separate physical datacenter to provide data redundancy, eliminate I/O freezes, and minimize latency spikes during system backups.</i>
<i>Relational Database</i>	65	<i>Read Replica support</i>	<i>Cloud service should support read replicas that make it easy to elastically scale out beyond the capacity constraints of a single DB Instance for read-heavy database workloads.</i>
<i>Relational Database</i>	66	<i>Manual Failover</i>	<i>Cloud service should support a manual failover of the DB instance from primary to a standby replica.</i>

<i>Relational Database</i>	67	<i>Provisioned IO support</i>	<i>Cloud service should support the needs of database workloads that are sensitive to storage performance and consistency in random access I/O throughput.</i>
<i>Relational Database</i>	68	<i>Bring your own SQL, Oracle licenses</i>	<i>Cloud service should support customers who prefer to use their existing Oracle and SQL Server database licenses in the cloud.</i>
<i>Relational Database</i>	69	<i>Cross region Snapshots</i>	<i>Cloud service should support copying snapshots of any size between different cloud provider regions for disaster recovery purposes.</i>
<i>Relational Database</i>	70	<i>Cross region Read Replica</i>	<i>Cloud service should support creating multiple in-region and cross region replicas per database instance for scalability or disaster recovery purposes.</i>
<i>Relational Database</i>	71	<i>High Availability</i>	<i>Cloud Service should support enhanced availability and durability for database instances for production workloads.</i>
<i>Relational Database</i>	72	<i>Point in time restore</i>	<i>Cloud service should support restoring a DB instance to a specific date and time.</i>
<i>Relational Database</i>	73	<i>User snapshots and restore</i>	<i>Cloud service should support creating a DB snapshot and restoring a DB instance from a snapshot.</i>
<i>Relational Database</i>	74	<i>Modifiable DB parameters</i>	<i>Cloud service should allow the DB parameter to be modified.</i>

<i>Relational Database</i>	<i>75</i>	<i>Monitoring</i>	<i>Cloud service should allow monitoring of performance and health of a database or a DB instance.</i>
<i>Relational Database</i>	<i>76</i>	<i>Encryption at rest</i>	<i>Cloud service should support encryption using the industry standard AES-256 encryption algorithm to encrypt data.</i>
<i>Security and administration</i>	<i>77</i>	<i>Control access to your cloud resources at a granular level</i>	<i>Cloud provider should offer fine-grained access controls including, conditions like time of the day, originating IP address, use of SSL certificates, or authentication with a multi-factor authentication device.</i>
<i>Security and administration</i>	<i>78</i>	<i>Utilize multi-factor</i>	<i>Cloud service should support multi- factor authentication. MFA requires users to prove physical possession of a hardware or virtual MFA device by providing a valid MFA code.</i>
<i>Security and administration</i>	<i>78</i>	<i>authentication when accessing cloud resources</i>	<i>Cloud service should support multi- factor authentication. MFA requires users to prove physical possession of a hardware or virtual MFA device by providing a valid MFA code.</i>
<i>Security and administration</i>	<i>79</i>	<i>Identify when an access key was last used to rotate old keys and remove inactive users</i>	<i>Cloud service should support reporting a user's access keys last use details.</i>
<i>Security and administration</i>	<i>80</i>	<i>Policy Simulator to test policies before committing to production</i>	<i>Cloud service should provide a mechanism to test the effects of access control policies that are attached to users, groups, and roles before committing the policies into production.</i>

Security and administration	81	Policy validation to ensure policies match intentions	Cloud service should support a policy validator to automatically examine non-compliant access control policies.
Security and administration	82	Directory as a service	Cloud provider should support setting up a stand-alone directory in the cloud or connecting cloud resources with existing on-premises Microsoft Active Directory.
Security and administration	83	User and Group management	Cloud service should support features such as user and group management.
Security and administration	84	Managed service to create and control the encryption keys used to encrypt your data	Cloud provider should offer a service to create and control the encryption keys used to encrypt user data.
Security and administration	85	Audit of all action on keys	Cloud service should support auditing with features such as what request was made, the source IP address from which the request was made, who made the request, when it was made, and so on.
Security and administration	86	Key Durability	Cloud service should support durability of keys, including storing multiple copies to ensure keys are available when needed.
Security and administration	87	Durable and inexpensive log file storage	Cloud service should support storing log files in a durable and inexpensive storage solution.
Security and administration	88	Choice of partner solution	Cloud service should support a variety of 3rd party solutions.

Security and administration	89	Automatically records a resource's configuration when it changes	Cloud service should automatically record a resource configuration when it changes and make this information available.
Security and administration	90	Examine the configuration of your resources at any single point in the past	Customer should be able to obtain details of what a resource's configuration looked like at any point in the past using this cloud service.
Security and administration	91	Receive notification of a configuration change	Cloud service should notify every configuration change so customers can process these notifications programmatically.
Security and administration	92	Create and manage catalog of pre-approved services for use	Cloud provider should offer the ability to create and manage catalogs of IT services that are approved for use.
Deployment and Management	93	Service to quickly deploy and manage applications in the cloud	Cloud provider should offer a service to quickly deploy and manage applications in the cloud by automatically handling the deployment, from capacity provisioning, load balancing, auto-scaling to application health monitoring.
Deployment and Management	94	Supported OS	Cloud Service should support Windows, Linux, and Docker containers.
Deployment and Management	95	Deployment Mechanism	Cloud service should support various deployment mechanisms, including a Git repository, or an integrated development environment (IDE) such as Eclipse or Visual Studio.
Deployment and Management	96	Support for SSL connections	Cloud service should support SSL connections.

Deployment and Management	97	Auto scaling	Cloud service should support automatically launching or terminating instances based on the parameters such as CPU utilization defined by users.
Deployment and Management	98	Swap virtual IP between staging and production environments	Cloud service should support swapping IP addresses between staging and production environments so that a new application version can be deployed with zero downtime.
Deployment and Management	99	Integration with caching solution	Cloud service should be integrated with a caching solution such as Redis cache.
Deployment and Management	100	Service to create a collection of related resources and provision them using a template	Cloud provider should offer a service to create a collection of related resources and provision them in an orderly and predictable fashion using a template.
Deployment and Management	101	Single JSON based template to declare your stack	Cloud service should use a template, a JSON-format, text-based file that describes all the resources required for an application. The resources in the template should be managed as a single unit.
Deployment and Management	102	Allow parametrization and specific configurations	Cloud service should support parameterization for specific configuration.
Deployment and Management	103	Integration with the portal	Cloud service should be integrated with the portal.
Support	104	Service Health	Cloud provider should offer a dashboard that displays up-to-the
		Dashboard	minute information on service availability across multiple regions.

Support	105	365 day service health dashboard and SLA history	Cloud provider should offer 365 days' worth of Service Health Dashboard (SHD) history.
Support	106	Service to compare resource usage to best practices	Cloud provider should offer a service acts like a customized cloud expert and helps provision resources by following best practices.
Support	107	Monitoring Tools	Monitoring tools that will enable collection and tracking metrics, collection and monitoring log files, set alarms, and automatically react to changes in the provisioned resources. The monitoring tools should be able to monitor resources such as compute and other resources to gain system-wide visibility into resource utilization, application performance, and operational health.
Support	108	Governance and Compliance	Able to define guidelines for provisioning and configuring cloud resources and then continuously monitor compliance with those guidelines. Ability to choose from a set of pre-built rules based on common best practices or custom rules (e.g., ensure Storage volumes are encrypted, Compute instances are properly tagged, and Elastic IP addresses (EIPs) are attached to instances) and continuously monitor configuration changes to the cloud resources and provides a new dashboard to track compliance status.
Support	109	Audit Trail	Provide Audit Trail of the account activity to enable security analysis, resource change tracking, and compliance auditing

3. Minimum Eligibility Criteria

3.1 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, Brussels. 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, Brussels 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. The agency should be registered with the Service Tax department and carry a valid PAN/TAN. Proof of the same must be submitted.</i>	<i>Copy of Service Tax Registration Copy of PAN Card - Copy of TAN Card Details of the Bidder Organization</i>
2.	<i>The agency should produce Articles of Association (in case of registered firms), By laws And Certificates for registration issued by the Registrar of Companies. (Please upload only relevant portions).</i>	<i>Certificate of incorporation issued by the Registrar of companies along with Memorandum of Articles of Association.</i>
3.	<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>
4.	<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>

5.	<i>The bidder should have completed at least 5 orders for website development and maintenance for Indian missions during the past five years</i>	<i>Copies of purchase orders in last five financial years and linked satisfactory completion certificates may be submitted as supporting documents for 5 missions at least</i>
6..	<i>The Agency must get at least 2 good references from Indian missions abroad.</i>	<i>Copy of Valid Certification or email from Missions to MEA</i>

4. Competencies:

- a. Past experience in creating and maintaining very professionally and exceptionally creative websites for Indian missions.*
- 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.*
- 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 analyze 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.*

5. **The quotation must include total Annual fee (in rupees)**

Annual rate as per scope of work

Excluding taxes:

*Including taxes:

*The including rates are inclusive of all charges, surcharges, taxes, duties etc. including Work Contract Tax/ Service Tax etc.

- Taxes may be clearly mentioned separately head wise. Where no tax will be applicable **NIL tax** should be mentioned.
- The cost quoted excluding taxes 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 the Mission.
- The quotation shall not include any conditions attached to it and any such conditional financial proposal shall be rejected summarily.
- All prices should be quoted in Indian Rupees and indicated both in figures and words. Figures in words will prevail.
- 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.

6. **General Terms and Conditions**

- a) The quotation shall remain valid for a period of 6 months from the date of publication of RFQ.
- b) It shall be obligatory on part of the submitting entity to furnish any further information as may be sought by Embassy of India, Brussels.
- c) Neither the issue of this invitation for RFQ nor any part of its contents is to be taken as any form of commitment or acknowledgment on part of Embassy of India, Brussels.
- d) Incomplete proposals are liable to be rejected.
- e) Embassy of India, Brussels 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 RFQ.
- f) Any dispute or difference arising out of or in connection with this contract shall be determined by the appointment of a single arbitrator to be appointed by the Embassy of India, Brussels. All disputes arising out of or in connection with this Agreement are bound to the exclusive jurisdiction of the Courts in New Delhi, India.
