

**Embassy of India
Abu Dhabi, UAE**

E-NOTICE: Tender for hosting, re-design and management of website of Embassy of India, Abu Dhabi, UAE

Embassy of India, Abu Dhabi invites quotations through Government e-Market Place – Central Public Procurement Portal (CPP Portal) and email from established / reputed Vendors who are hosting and maintaining websites / portals of Government of India's Ministries / Departments and other Missions / Posts' websites. The last date of receipt of bids through CPP Portal or email (cul.abudhabi@mea.gov.in) is on or before 05.03.2026 upto 1830 hrs IST

Tender No :Abu/Cul/302/1/2025

Dated:13.02.2026

Important Dates	
Published date	13.02.2026
Bid document download start date	13.02.2026
Bid submission start date	13.02.2026
Clarification start date	13.02.2026
Pre-Bid meeting [if required; virtual format]	23.02.2026 1630 hrs IST
Clarification end date	24.02.2026 1630 Hrs IST
Bid submission end date	05.03.2026 1830 hrs IST
Date of Technical Bid opening	06.03.2026 1330 hrs IST
Date of Technical Presentation	12.03.2026 1630 hrs IST
Date of Financial bid opening	19.03.2026 1600 hrs IST

2. The Embassy of India reserves the right to reject/cancel any or all bids without assigning any reason. The bids shall be submitted through CPP e-publish (<https://eprocure.gov.in>) portal or email only cul.abudhabi@mea.gov.in

(Arpit Jain)
Head of Chancery
Embassy of India,
Abu Dhabi, UAE

1. **Tender Notice**

The Embassy of India, Abu Dhabi, UAE invites bids from reputed agencies, for redesign, hosting and maintenance of the website of the Embassy URL i.e., <https://www.indembassyuae.gov.in/index.php>

2. **Broad Scope of work.** The work would broadly include:

- (a) An overhaul of the website design to make its layout more attractive, user friendly and practical.
- (b) Website Design, hosting and Maintenance of the Embassy website for a duration of three (3) years.
- (c) Enhance the website, new pages, application forms, full filling and applications related to embassy for the needs for Embassy and MEA needs time to time as part of the scope
- (d) Deployment of a dedicated team on a 24 x 7 basis. This will be in addition to the tech support the agency is expected to provide. The team should consists of a designer, developer, security auditor and database administrator.
- (e) Editing & uploading of content may include documents, PDFs, Images, videos, web links, etc and contents should be uploaded and published within 30 minutes to one hour.
- (f) The agency need to handle contents in English language.
- (g) Designing of webpages/modules on special occasions on a case to case basis as per Ministry's requirements. Eg. On the occasion of International Day of Yoga, Republic day / national day events etc.
- (h) Website to be GIGW (Guidelines for Indian Government Website) compliant as per applicability and should have requisite features ensuring accessibility to physically disabled persons. The website should also observe the W3C guidelines available at www.w3.org/TR/WCAG20-TECHS/PDF7.html
- (i) Carrying out security audit of the website and procurement of digital and other security certificates (eg. SSL, website quality certificate etc.) as and when required.
- (j) Designing of a URL shortener for the Embassy.
- (k) Appropriate provisions regarding confidentiality and secrecy of materials and documents as deemed necessary must be accorded while hosting the website.
- (l) Appropriate provisions regarding integration of the Mission's website with the Ministry of External Affairs (MEA) website and other Government of India platforms including GPSP, as applicable. The integration shall comply with applicable MEA/NIC guidelines, security norms, and Government of India web standards during the contract period.

3. **Detailed Scope of Work**

(a) **Website Design**

- (i) Website must be Responsive.

- (ii) Website must be designed, developed, deployed and maintained according to W3C Guidelines and the Guidelines for Indian Government Websites (GIGW) as per applicability. **Website should be compliant to DBIM(Digital Brand Identity Manual) for having a unified and consistent visual identity with other GoI Digital platforms.**
- (iii) The website must be developed using well established technologies preferably Open Source environment without using any third party tool or framework, which may incur any financial implication to the Embassy.
- (iv) Enterprises Database and SSL to be used for the website development and maintenance
- (v) Hosting will be done on servers located in India on dedicated server with specific IP. No shared hosting of the website. The bidder needs to provide the cloud hosting as Infrastructure-as-a-Service model from a Ministry of Electronics and Information Technology (MeitY), GoI empanelled Cloud Service providers.
- (vi) Compliance of web standards and guidelines issued by Government of India time to time and certification by the CERT empaneled agencies. A cyber audit including a VAPT as per OWASP Top 10 vulnerabilities must be carried out by a CERT empaneled auditor before making the site live.
- (vii) Creation of documents including user and technical manuals.
- (viii) Providing training to the users of Embassy.
- (ix) Transfer of Source code and other credentials for the website.
- (x) Responsive design compatible with all handheld devices and browsers.
- (xi) Aesthetic and Modern
- (xii) At least three design options/templates need to be provided with technical presentation for home page as well as inner pages of the website.
- (xiii) Upon selection, selected agency will need to provide FRESH designs incorporating inputs from Embassy of India, Abu Dhabi, UAE, if any, for website for the Embassy to choose.
- (xiv) Embassy will reserve the right to choose and finalize the new design for the website. Redevelopment of the website will start only after the design of the website gets finalized.
- (xv) Design must have Search Engine Optimization (SEO) boosting elements/SEO friendly, highly user-friendly information architecture (IA) and clear navigation. The Design of the website may undergo changes during the period of contract as per the guidelines of MEA from time to time. The company should make such mandatory changes without any additional cost to the Embassy.
- (xvi) Website speed optimization.
- (xvii) Customization of user interface in terms of color, font size and language ,etc.
- (xviii) Social Media Integration.
- (xix) User friendly AI based chatbot on the website for responding to user queries and searching data on the website.

(b) CMS Maintenance.

- (i) Maintenance and redevelopment of a customized Content Management System (CMS).CMS must be flexible and scalable to accommodate suggested changes/modifications including design and IA, as and when required during

the contract period.

- (ii) CMS must have simple workflow and publishing controls.
- (iii) CMS should have simple and easy administration.
- (iv) CMS must have Search Engine friendly attributes.
- (v) CMS must have security features.
- (vi) CMS must have robust content templates.
- (vii) CMS must support detailed analytics for each section of the website.
- (viii) Comprehensive SEARCH functionality on homepage as well as each section of the website. Auto archival mechanism to maintain the archived documents with proper classification and auto archival system.
- (ix) Content optimization including images.
- (x) Role/Level based access to users for content updates.
- (xi) Audit trails of the documents hosted on the website should be maintained and should be accessible to the administrator as and when required.
- (xii) Content of each section should be sharable by the user on multiple platforms such as Facebook, Twitter, WhatsApp, Email, etc.

(c) Technology & Security.

- (i) The website must be designed with higher and stable versions of PHP / Java /Apache / Tomcat with secured framework like Laravel, Codginetor, Spring etc.
- (ii) Any obsolete /end of life support versions should not be deployed on the server end. The vendor will check the CERT-In/MeitY websites for latest reported vulnerabilities and patch it within a period of one month after its publication.
- (iii) The server should be hardened and secured before hosting of the website. Vulnerabilities of the hosted server should be patched on every quarter.
- (iv) Daily backup of the website & database should be synced to some other server location within India through some secured mechanism like secure ftp, VPN etc.
- (v) The website should not run on commonly used ports like 22,80,8080,21. However, the vendor may use the port redirection through iptables / firewall.
- (vi) The security audit of the website must be conducted every year as per the guidelines of GOI/Meity/NIC/CERT-in and vendor will share the security certificate and audit report with the mission contact point.
- (vii) Website should be capable to handle the load of about 5000 concurrent connections. The contents and database of the website should not be available to any other server / staging server or any public domain.
- (viii) Sharing of public IP is not allowed to any other domain.
- (ix) The server/website should have latest cyber security features like WAF, DDOS protection, Data encryption etc.

(d) Website Maintenance. The maintenance support for three (3) years after the successful launching of the website extendable for one (1) more year as per Embassy's discretion. It would include the following:-

- (i) Maintenance of CMS and technical modifications as and when required.
- (ii) Creation of new web pages within existing site as and when required.

- (iii) Website design changes as and when required.
- (iv) Website technical functionality upgrade as and when required.
- (v) Monitoring and maintaining website speed, sign up process, navigation links etc.
- (vi) To design and upload banners, iQuery, graph artwork, info graphics and audio - video files etc. on the website.
- (vii) Formatting and posting of content updates, images, videos etc. on regular basis. Conversion of documents to required format such as HTML/HTMLS.
- (viii) Bug fixing and keeping website (s) secured from all possible cyber-attacks and hackers at all time.
- (ix) **Periodic Security audit:** Vendor will give the security audit certificate from CERT-In empaneled vendor once in a year. Agency must share the audit certificate and the audit report with the Mission. Cost of additional audit (if any) would be borne by the embassy.
- (x) **Issuance of CA Public Keys & Certificates.** Vendors must comply to guidelines issued by controller of Certifying authority, MeITy, GoI in accordance to Indian IT Act 2000. Reference may be made to www.cca.gov.in for details and updated list of licensed CAs for SSL certificates.
- (xi) Content upload and website support on 24X7 basis.
- (xii) Keeping activity log for all web updates.
- (xiii) Creation and maintenance of archive section on the website.
- (xiv) Trouble shooting.
- (xv) **Compliances.** During the development of the Mission website/portal, service provider will be responsible to incorporate latest technology guidelines including cyber security features as issued by competent Government authorities from time to time without any additional cost.
- (xvi) **Website Hosting.** Website should be hosted on MeITy approved cloud service providers or NIC cloud. The Servers of the website should be hosted in India.

4. **Validity & Extension of Contract**

- (a) The contract will be signed initially for a period of three (3) years. This period may be extended for a further period of one(1) year at the sole discretion of the Embassy on the existing terms& conditions and with the written consent of the selected agency.
- (b) The agency during the period of contract will carry out changes to the website, without any additional cost to the Embassy, as may be necessary viz., technical, content, design, security features or other parameters if and when such changes are mandated by the Ministry of External Affairs, Government of India.

5. **Bids**

- (a) A two-bid system (Technical & Financial Bids) will be followed.
- (b) The technical bids as per **Annexure-I and II** shall be opened on 06.03.2026 at 1330 hrs IST at Embassy of India, Abu Dhabi.
- (b) The date of technical presentation is 12.03.2026 at 1630 hrs IST.
- (c) The Technical Bid/Presentation (**Annexure-I and II**) will be evaluated by the

Technical Evaluation Committee of the Embassy on 16.03.2025 and 17.03.2026.

6. **Minimum Eligibility Criteria.**

- (a) **Bid Security Declaration:** Bidders are strictly required to submit an Bid Security Declaration as per **Annexure VI**.
- (b) The agency should hold valid PAN, Sales tax/GST/VAT registrations.
- (c) **Project experience.** A minimum of ten years of experience in the relevant area such as working with Indian Government websites, including embassy websites, portals applications and execution of a work of similar nature. The bidder must have successfully executed/completed similar Services over the last three financial years:-
 - (i) Three similar completed services costing not less than the amount equal to 40% of the estimated cost; or
 - (ii) Two similar completed services costing not less than the amount equal to 50% of the estimated cost; or
 - (iii) One similar completed services costing not less than the amount equal to 80% of the estimated cost.
- (d) The agency should neither be blacklisted by any Govt. Department nor should any Criminal Case be registered against the agency or its owner or partners anywhere in India.
- (e) Agency must have filed Tax Returns for the last three years.
- (f) Agency must be at least a CMMI level 5 or 3 company. However ISO 9001:2015 (Quality Management) and ISO 27001:2013 (Information Security) may also apply.

7. **Technical Evaluation committee.**

- (a) An evaluation committee comprising of three officials of the Embassy will be formed for evaluation of the tendering process.
- (b) The committee will be responsible for examination of tendering process at all levels to examine the competence of the bidders.
- (c) TEC may also consider to waive off the minor deviations after examinations of technical competence of the bidders in view of maximizing the competition and discovery of reasonable prices.

8. **Pre-Bid Meeting.**

- (a) A prospective bidder, requiring a clarification on the Tender document shall notify Embassy of India, Abu Dhabi, UAE via email to cul.abudhabi@mea.gov.in within the time-frame as indicated in the Data Sheet.
- (b) Embassy of India, Abu Dhabi, UAE will conduct the Pre-bid Meeting on 23.02.2026 at IST 1630 hrs virtually to address the submitted queries.

9. **Submitting bids:**

9.1 A Two-Bid System (Technical Bid and Financial Bid) shall be followed.

9.2 **Technical Bid** shall consist of:

- (a) **Annexure—I:** Duly filled Technical Bid Format
- (b) **Annexure—II:** List of Documents.

(c) Annexure-VI – Bid Security Declaration (BSD)

The Technical Bid must be submitted strictly as per **the above Annexures**. Non-submission or partial submission shall render the bid non-responsive.

9.3 Financial Bid shall be submitted only in the format prescribed at **Annexure-III (Financial Bid – BOQ / Price Schedule)**. Financial Bids submitted in any other format or along with the Technical Bid shall be summarily rejected. Financial bids may be submitted through either of the following options:-

- a) Uploading on CPP Portal (Instructions to the bidders for Online Bid Submission may be found at **Annexure -IV**); or
- b) Sending password-protected files of Financial bids by email to cul.abudhabi@mea.gov.in

The bids are to be submitted in two separate parts, viz:-

(a) **Technical Bid** : The bidding agencies are required to submit documents as detailed in **Annexure-I & II**. Only the bids complying with the Minimum Eligibility Criteria shall be allowed to participate in the technical bid.

(b) **Financial Bid** : to be submitted in the Online BOQ sheet (*a sample format of which may be found at Annexure III*) **Only the technically qualified bidders will be asked to share the password of the Financial bids on 19.03.2026 at 1600 hrs or date and time to be conveyed later. The password of Financial Bids shall not be shared before the prescribed date. Non-password protected Financial bids will not be accepted and liable to be rejected.**

Instructions to the Bidders for Online Bid Submission may be found at Annexure IV.

Technical Evaluation

1. Eligibility for Technical Evaluation

Only those agencies who fulfill the **Minimum Eligibility Criteria** as prescribed in the tender document and upload all documents as specified in **Annexure-I & II** shall be eligible for Technical Evaluation. Agencies not meeting the Minimum Eligibility Criteria shall not be considered further.

2. Structure of Technical Evaluation

The Technical Evaluation shall be carried out in two parts, as under:

Component	Maximum Marks
Part A: Experience & Company Standards	30 Marks
Part B: Technical Presentation	70 Marks
Total	100 Marks

PART A: Experience & Company Standards (30 Marks)

2.1 Number of Websites / Portal Maintenance Contracts (10 Marks)

Marks shall be awarded based on the **number of websites including portal maintenance contracts of duration equal to or more than one (1) year executed during the last three (3) years**, as per the following scale:

- Up to 20 websites – 02 marks
- 21 to 30 websites – 04 marks
- 31 to 40 websites – 06 marks
- 41 to 50 websites – 08 marks
- More than 50 websites – 10 marks

Submission requirement:

The bidder shall upload one separate PDF file titled:

“Website and Portal Maintenance Contracts – Last 3 Years”

The PDF shall:

- Clearly specify the total number of eligible website/portal maintenance contracts claimed.
- Contain a contract-wise list with name of client organisation, website/portal URL, nature of work, and contract start and end dates clearly establishing minimum one-year duration.
- Include supporting documentary evidence (work order / agreement / completion certificate) for each website/portal claimed.

Only those contracts which are supported by documentary evidence shall be counted for awarding marks.

2.2 Number of Contracts for Development of Web Applications for Government of India (10 Marks)

Marks shall be awarded based on the number of contracts executed for development of Web Applications for Government of India during the last three (3) years, as per the following scale:

- Up to 5 contracts – 02 marks
- 5 to 10 contracts – 04 marks
- 10 to 15 contracts – 06 marks
- 15 to 20 contracts – 08 marks

- 20 or more contracts – 10 marks

Submission requirement:

The bidder shall upload one separate PDF file titled:

“Web Application Development Projects for Government of India – Last 3 Years”

The PDF shall:

- Clearly specify the total number of eligible Government of India web application contracts claimed.
- Contain a project-wise list indicating the name of the Government of India Ministry/Department/Organisation, title and brief description of the application, year of execution, and scope of work.
- Include supporting documentary evidence (work order / completion certificate) for each contract claimed.

Only contracts executed for Government of India organisations and supported by documentary proof shall be considered for evaluation.

2.3 Company Standards (10 Marks)

Marks shall be awarded under this criterion as follows:

- ISO 9001:2015 and ISO 27001:2013 – 07 marks
- CMMI Level 3 – 07 marks
- Both CMMI and ISO – 10 marks
- CMMI Level 5 – 10 marks

Submission requirement:

The bidder shall upload one separate PDF file titled:

“Company Standards and Certifications”

Valid certificates must be submitted. Maximum marks under this criterion shall be limited to 10 marks.

2.4 Minimum Qualifying Marks for Part A

Bidders must obtain at least 21 out of 30 marks under Part A to qualify for the Technical Presentation under Part B.

PART B: Technical Presentation (70 Marks)

Eligible bidders shall be required to make a **Technical Presentation** before the Technical Evaluation Committee of the Mission.

3. Mandatory Structure of Technical Presentation

To enable smooth, uniform and objective evaluation, bidders shall structure their Technical Presentation strictly in accordance with the Technical Evaluation criteria specified below.

The presentation shall be confined only to the four heads and sub-points mentioned below, which are identical to those specified in the Technical Evaluation clause. Only information presented against these heads and sub-points shall be considered for awarding marks.

The copy of presentation should not contain more than 20 slides as per the below manner including introduction and conclusion slides.

3.1 Proposed Web Design (30 Marks) (No. of slides: Min 2 & Max 5)

The presentation shall cover:

- Modern, aesthetically appealing design
- Well-structured and clutter-free layout
- Ease of navigation
- Improved GUI

Note: - Live demo of the proposed web design will be given additional marks.

3.2 Technical Specifications (20 Marks) (No. of slides: Min 4 & Max 8)

The presentation shall cover:

- How the bidder plans to make the website more secure
- Compliance with GIGW norms
- Compatibility across devices and operating systems
- Search ability of content
- Systems, database, record keeping, troubleshooting and bug testing
- Other security features

3.3 Proposed Improvements (10 Marks) (No. of slides: Min 2 & Max 4)

The presentation shall cover:

- New interactive features
- How the bidder plans to drive more traffic to the website

3.4 Resources (10 Marks) (No. of slides: Min 2 & Max 5)

The presentation shall cover:

- Manpower proposed for the contract (front-end and back-end)
- Estimated response time for creating a simple module/web page
- Time required to switch to the new design
- Responsiveness to Ministry's requests for customization

4. Minimum Qualifying Score

Bidders must obtain **at least 49 out of 70 marks** under **Part B**.

The **minimum qualifying score combining Part-A and Part-B shall be 70 marks out of 100**. Only bidders securing **70 or more marks** combined together in Part A and Part B shall be considered technically qualified.

Financial round:

Financial bid in password protected file may be strictly submitted as Annexure-III.

- i. Only the agencies, who qualify the Technical evaluation round, will be eligible to participate in the financial bidding round.
- ii. The Financial Bids shall be opened virtually on 19.03.2026 at 1600 hrs during an online meeting in the presence of all technically qualified bidders who wish to present online during the meeting. The bids will be opened at the Embassy of India, Abu Dhabi.
- iii. The bidder will quote their 'per year rate' (exclusive of applicable taxes) for carrying out the entirety of the scope of work. The rates shall be quoted in the Online BOQ sheet (a sample is provided with tender documents as **Annexure III**)
- iv. No change in financial bids is allowed after the last date of submission of tender documents.
- v. Contract will be awarded to the technically qualified Lowest Bidder.

Terms & Conditions:

- i. Tender bids received after the closing date and time will not be entertained.
- ii. The Embassy reserves the right to extend the last date and time for submission of the bids on its own discretion.
- iii. The bidding agency shall bear all costs associated with the preparation and submission of its bids and the Embassy of India, Abu Dhabi, UAE, will in no way be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process. It is also clarified that no binding relationship will exist between any of the bidders and the Ministry until execution of a contractual agreement
- iv. The bids shall remain valid for a period of 180 (One hundred & twenty) days.
- v. Failure to furnish all the required information may result in rejection of the bid.
- vi. Agencies applying for the tender will submit a certificate that the information submitted by them is correct and they will abide by any decision of the Ministry. In case the information submitted by the agency is found to be false and/ or incorrect in any manner, the agency can be suspended and/or debarred.
- vii. Any notice by one party to the other, pursuant to the Contract shall be sent by e-mail/letter and confirmed in writing to the address specified for that purpose in the Contract.
- viii. To assist in Technical evaluation, the Embassy reserves the right to call for any clarification from any/all bidding agencies during the evaluation of the bids. Such clarification should be submitted only in writing. However no other correspondence on bids will be entertained.
- ix. Participation in this bid will imply that the bidder has accepted all the terms and conditions and subsequent modifications, if any, of this bid document.
- x. The Embassy shall have the sole proprietary rights over the content created/edited/provided by the agency who has been awarded the contract through this tender.

- xi. In all matters related to dispute relating to this tender, the decision of this office will be final and binding upon the agency.
- xii. The Embassy reserves the right to accept or reject any or all bids without assigning any reasons at any stage of tender process. No bidders shall have any cause or claim against the Ministry for rejection of their bid.
- xiii. **Periodic review.** A project review committee for contract monitoring and periodic review of performance of vendor should be constituted as per rule 195 of GFR.
- xiv. **Payment terms:**
 - The price quoted shall remain fixed and not be subject to variations in exchange rate, duties, levies etc.
 - The agency who has been awarded the contract shall submit the bills within a week of expiry of the billing period.
 - Only applicable taxes shall be applied in addition to quoted rates.
- xv. Agency must procure and provide all the hardware and software required by its project team to enable them to meet the target assignment.
- xvi. The Embassy expects the agency to engage professionals to undertake the project and reserves the right to call for resumes, documents relating to their professional background, expertise and their achievements.
- xvii. Quality of work and completion of task within the time schedule (as notified with each assignment) are of paramount importance and any lapse may lead to cancellation of the contract with the agency without any further notice.
- xviii. Notwithstanding any of the provisions mentioned above, for rates and other terms and conditions, in case of any disagreement etc., decision of the Ministry will be final and binding on all bidders participating in this bid.
- xix. **Bid Security Declaration:** Bidders are required to submit an Bid Security Declaration as per **Annexure VI.**
- xx. The Agency has to provide services on a 24 x 7 basis.
- xxi. Bidders are required to upload documents exactly as described in **Annexure II.**

Performance Bank Guarantee:

The successful bidder shall provide a Performance Guarantee for the due and faithful performance of contract for a sum of 10% of the total contract price before the signing of Agreement. The Performance Guarantee should remain valid for a period of 60 days beyond the date of completion of contractual obligations.

Refusal or inability or delay by successful bidder to supply all deliverables as per scope of work at the contracted rate may result in termination of the contract and **forfeiture of Performance Guarantee (PG)** as well as disqualification of the bidder from participating in future tenders.

PBG will be refunded without interest after completion of contract in all respects.

In case of extension of contract, the validity of PBG shall also be extended to suitably

cover the extended period.

Exit clause. Minimum of 60 days intimation period must be given to the bidder for exit from the contract.

Agreement deed:

The successful bidder shall execute an agreement for the fulfillment of the contract at the time of award of contract. The incidental expenses of execution of agreement/Contract shall be borne by the successful bidder. Agreement/contract will be signed after the submission of the Performance Bank Guarantee (PBG) which shall be 10 percent of the contract value.

Penalty Clause:

- (i) If the bidder withdraws or alters the bid before the expiry of bid validity period, Embassy may take the decision to debar it from participating in future tenders.
- (ii) If at any future point of time it is found that the bidder has submitted information which is factually incorrect or if the bidder does not fulfill any of the contractual obligations, the Embassy may take a decision to cancel the contract with immediate effect, and/or debar the bidder from bidding prospectively in this and all other tender procedures for a period to be decided by the Ministry and take any other action as deemed necessary. The penalty with respect to its time period shall be quantified by the Embassy at its own discretion/satisfaction.
- (iii) It would be the first and foremost responsibility of the contractor to ensure that the services are being provided satisfactorily and contract is executed as per agreed terms and conditions. In the event of delayed or unsatisfactory services, this Embassy may recover a sum from the contractor equivalent to a minimum of 0.5% of the price for any portion of services delayed/ negligence in service. The maximum amount which shall be recovered would be 10% of the price for any portion of services delayed/ negligence in service.

Settlement of Disputes and Arbitration:

If any dispute or difference arises between the parties hereto as to the transmission, interpretation, effect and implication of any provision of this agreement including the rights or liabilities or any claim or demand of any party against other or in regard to any other matter under these presents but excluding any matters, decisions or determination of which is expressly provided for in this agreement, which cannot be settled amicably between the parties within 30 days (or such longer period as may be mutually agreed upon) from the date one party informs the other in writing that such dispute or disputes or disagreement exists, shall be referred to be settled by arbitration in accordance with the UNCITRAL Arbitration Rules as at present in force. The award made in pursuance thereof shall be binding on the parties.

- (a) The place of arbitration shall be at New Delhi

- (b) The Language to be used in the arbitral proceedings shall be English.
- (c) Each party shall bear and pay its own cost of the arbitration proceedings unless the Arbitrator otherwise decides in the Award.
- (d) The provisions of this Clause shall not be frustrated, abrogated or become inoperative, notwithstanding this Agreement expires or ceases to exist or is terminated or revoked or declared unlawful.

Compliance with applicable local labour and other laws shall be the sole responsibility of the service provider.

FORCE MAJEURE:

- I. The Ministry may consider relaxing the penalty and delivery requirements as specified in the tender document, if and to the extent the delay in performance or failure to perform its obligations under the contract is the result of Force Majeure.
- II. Force majeure as used herein means any unforeseeable and irresistible act of nature, any act of war (whether declared or not), invasion, revolution, insurrection, terrorism, or any other acts of a similar nature or force, provided that such acts arise from causes beyond the control and without the fault or negligence of the Contractor.
- III. In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the affected Party shall give notice and full particulars in writing to the other Party, of such occurrence or cause if the affected Party is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under the contract.
- IV. The affected Party shall also notify the other party of any other changes in conditions or the occurrence of any event which interferes or threatens to interfere with its performance of the Contract. On receipt of the notice or notices required hereunder, the Party not affected by the occurrence of any cause constituting force majeure shall take such action as it reasonably considers being appropriate or necessary in the circumstances, including granting the affected Party of a reasonable extension of time in which to perform any obligations under the Contract.
- V. If the contractor is rendered unable, wholly or in part, by reason of force majeure to perform its obligations and meet its responsibilities under the Contract, the Embassy of India, Abu Dhabi, UAE, shall have the right to suspend or terminate the Contract on the same terms and conditions with immediate effect. In any case, the Embassy shall be entitled to consider the Contractor permanently unable to perform its obligations under the Contract in case the Contractor is unable to perform its obligations, wholly or in part, by reason of force majeure.

Liquidated damages and termination:

- In case of quality of service provided by the contractor found wanting / inadequate, the competent authority may terminate the contract agreement after giving 15 days' notice. In that case the competent authority may forfeit the Performance Guarantee deposit.

- In case of a material breach of any of the terms and conditions mentioned in the tender document, the competent authority will have the right to terminate the contract, cancel the work order without assigning any reason and nothing will be payable by this Ministry in that event and the Performance security deposit may also be forfeited.

Closure of Contract

While making the final payment to the contractor and before releasing the PBG, a "no claim certificate" shall be taken from the contractor as per the format given in the Annexure 21 of Manual for the Procurement of Goods, 2017 (**ANNEXURE V**) of tender document below).

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(This Annexure-I to be submitted by the bidder along with Annexure-II)**Standard Format for Submission of Technical Bid**

All bidders shall mandatorily submit their Technical Bid strictly in the format prescribed in this Annexure.

The duly filled Annexure-I, along with the supporting documents indicated herein, shall form an integral part of the Technical Bid. Claims not made in this Annexure or not supported by documents shall not be considered for evaluation.

PART I: Minimum Eligibility Criteria (Scored – 30 Marks)**A. Website / Portal Maintenance Contracts (Last 3 Years)****Declaration by Bidder:**

Number of website/portal maintenance contracts (minimum one-year duration) executed **during the last three (3) years**: _____ (Number)

S. No.	Name of Client Organisation	Website / Portal URL	Contract Period (From-To)	Duration \geq 1 Year (Yes/No)	Supporting Document Attached (Yes/No)
1					
2					
3					
4.... ..					

Note: Only entries marked "Yes" under 'Supporting Document Attached' shall be counted for awarding marks.

B. Web Application Development Contracts for Government of India (Last 3 Years)**Declaration by Bidder:**

Number of Web Application Development contracts executed for Government of India during the **last three (3) years**: _____ (Number)

S. No.	Name of GoI Ministry / Department / Organisation	Title of Web Application	Year of Execution	Supporting Document Attached (Yes/No)
1				
2				
3				
...				

Only contracts executed for Government of India organisations and supported by documents shall be considered.

C. Company Standards and Certifications

S. No.	Name of Certification Held (ISO 9001:2015 and ISO / 27001:2013 ;/ CMMI Level 3 / Level 5)	Certificate Validity (From–To)	Supporting Certificate Attached (Yes/No)
1			
2			
3			

PART II: Technical Presentation (70 Marks)

Bidders shall structure their Technical Presentation strictly as per the table below. The presentation shall be confined only to the points mentioned.

Sl. No.	Evaluation Head	Sub-Points to be Covered in Presentation	Whether Sub-points covered in Presentation Please tick (Yes/No)	Please mention respective page numbers/series of Slides
				For example: slide no. 1 to 5
1	Proposed Web Design (30 Marks) (slides: Min 2 & Max 5)	(i) Modern, aesthetically appealing design; (ii) well-structured and clutter-free layout; (iii) ease of navigation; (iv) improved GUI	(i) Yes/No (ii) Yes/No (iii) Yes/No (iv) Yes/No	Slide no. ____ to ____
2	Technical Specifications (20 Marks) (slides: Min 4 & Max 8)	(i) How does the bidder plan to make the website more secure (ii) Compliance with GIGW; (iii) device/OS compatibility; (iv) search functionality; (v) systems/database; (vi) troubleshooting and bug testing; (vii) other security features	(i) Yes/No (ii) Yes/No (iii) Yes/No (iv) Yes/No (v) Yes/No (vi) Yes/No (vii) Yes/No	Slide no. ____ to ____
3	Proposed Improvements (10 Marks) (slides: Min 2 & Max 4)	(i) New interactive features; (ii) strategy to drive more traffic to the website	(i) Yes/No (ii) Yes/No	Slide no. ____ to ____
4	Resources (10 Marks) (slides: Min 2 & Max 5)	(i) Manpower deployment (front-end/back-end); (ii) response time for simple modules/pages; (iii) time to switch to new design; (iv) responsiveness to customization requests	(i) Yes/No (ii) Yes/No (iii) Yes/No (iv) Yes/No	Slide no. ____ to ____

Declaration by the Bidder

I/We hereby certify that the information furnished in this Annexure—I is true and correct. I/We understand that only the information provided in this Annexure and supported by documentary evidence shall be considered for Technical Evaluation.

Name & Signature of Authorized Signatory: _____

Name of Firm: _____

Date: _____

Seal: _____

Annexure II

Annexure -II is a part of Technical bid and to be submitted along with Annexure-I by the bidder

S. No.	Document	File type/Whether document attached or not
1	Bid security Declaration (BSD) as per Annexure-VI	.pdf
2	Copies of Company registration	.pdf
3	Copy of PAN & GST as applicable.	.pdf
4	Copy of Tax returns for the last three years.	.pdf
5	Copy of Latest Tax/VAT/GST Clearance Certificate or copy of latest tax deposit challan.	.pdf
6	A list of their owners/partners etc. of the agency	.pdf
7	Copy of Certificate to the effect that the agency is neither blacklisted by any Govt. Department nor any Criminal Case is registered against the agency or its owner or partners anywhere in India.	.pdf
8	Copies of award of contracts	.pdf
9	Copy of an audited statement of account of the agency and relevant documents in support of Annual Turn-over. (turnover figures must be highlighted)	.pdf
10	Details of the bank account for release of payment through Electronic Fund Transfer System.	.pdf
11	Details of the agency's authorized representative. (Mentioning the name, address, email and Mobile number.)	.pdf
12.	Supporting document of minimum 10 years of experience in the relevant area such as working with Indian Government websites including Embassy websites, portals, applications and execution of a work of similar nature	.pdf

FINANCIAL BID**Annexure III****Financial bid in password protected separate file to be submitted strictly as per this format - Annexure-III**

Tender Inviting Authority: Embassy of India, Abu Dhabi, UAE

Name of Work: Design, Development and maintenance of the website/webpages of Embassy of India, Abu Dhabi, UAE

Contract No:

Name of the bidder/bidding firm/Company		PRICE SCHEDULE		
Ser	Item Description	Rate	Amt in words	Remarks
“A” First Year				
1.	Website Design & Development			
2.	Website Hosting			
3.	Maintenance ,SSL and Security audit certificate			
4.	Applicable Taxes			
5.	Total of “A”			
“B” Second Year				
1.	Website Hosting			
2.	Maintenance, SSL and Security audit certificate			
3.	Applicable Taxes			
4.	Total of “B”			
“C” Third Year				
1.	Website Hosting			
2.	Maintenance, SSL and Security audit certificate			
3.	Applicable Tax			
4.	Total of “C”			
Grand Total (A+B+C)				

Note: This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the bidder name and values only.

Amount to be entered by bidder in INR.

Lowest one (L-1) Bidder will be determined on the basis of Grand Total (A+B+C) of the above price schedule.

Date :

Signature of Authority

Stamp

Annexure IV**(‘NOT’ to be submitted by the Bidder)****Instructions for Online Bid Submission**

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal maybe obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "**Online bidder Enrollment**" on the CPP Portal which is free of charge.
- 2) As part of the enrollment process, the bidders will be required to choose a unique username and assigned password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs into the site through the secured log-in by entering their user ID/password and the password of the DSC/e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents/ tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e- mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender ,in case they want to obtain any clarification/ help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document *I* schedule and generally, they can be in PDF/XLS/RAR/DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use " My Space" or " Of her Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

Note: *My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.*

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submissions of that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee/EMDas applicable and enter details of the instrument.

- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal}, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgment of the submission of the bid. This acknowledgment may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

ANNEXURE- V**Annexure 21: No Claim Certificate
(On company letterhead)**

To,

Head of Chancery
Embassy of India
Abu Dhabi, UAE

NO CLAIM CERTIFICATE

Sub: Contract Agreement no.....dated for the redesigning and maintenance of Website of Embassy of India, Abu Dhabi, UAE

We have received the sum of INR (Rs.only) in full and final settlement

Of all the payments due to us for the redesigning and maintenance of website of Embassy of India, Abu Dhabi, UAE, under the above mentioned contract agreement, between us and Embassy of India, Abu Dhabi, UAE. We here by unconditionally and without any reservation whatsoever, certify that with this payment, we shall have no claim whatsoever, of any description, on any account, against Procuring Entity, against afore said contract agreement executed by us. We further declare unequivocally, that with this payment, we have received all the amounts payable to us, and have no dispute of any description whatsoever, regarding the amounts worked out as payable to us and received by us, and that we shall continue to be bound by the terms and conditions of the contract agreement, as regards performance of the contract.

Yours faithfully,

Signatures of contractor or
officer authorized to sign the contract documents
on behalf of the contractor (company stamp)

Date:
Place:

Annexure-VI**Annexure-VI to be submitted separately by the bidder**
(On company letterhead)

To,

Head of Chancery
Embassy of India
Abu Dhabi, UAE

I/we accept that if I/we withdraw or modify bids for the redesigning and maintenance of Website of Embassy of India, Abu Dhabi, UAE during the period of validity or if I/we are awarded the contract and I/we fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, I/we will be suspended for 4 years from being eligible to submit Bids for contracts with the Embassy of India, Abu Dhabi, UAE.

Yours faithfully,

Signatures of contractor or
officer authorized to sign the contract
documents on behalf of the contractor
(company stamp)

Date: _____
Place: _____

Final List of Annexures

Annexure—I: Technical Bid Format (Tables & Declarations)

Annexure—II: List of Documents to be Uploaded (Technical Bid – PDF) (part of Technical Bid)

Annexure—III: Financial Bid (BOQ / Price Schedule)

Annexure—IV: Instructions for Online Bid Submission (CPP Portal)

Annexure—V: No Claim Certificate (as per GFR – Annexure 21)

Annexure—VI: Bid Security Declaration (BSD) Format

Please Note:

Attention: Annexures To Be Submitted To Mission By The Bidders Are Annexure-I, II, III and VI Except IV Which Is 'Instructions For Bidders'.