

EMBASSY OF INDIA, DOHA

REQUEST FOR PROPOSAL FOR MAINTENANCE OF
EMBASSY OF INDIA, DOHA WEBSITE

No. EoI Doha/ Website/ RFP 2 /2017

Dated 17 August, 2017

1. Introduction

1.1. The Embassy of India, Doha (hereinafter referred as “Embassy”) website can be accessed at www.indianembassyqatar.gov.in. The website provides vast amount of information through various sections/ web pages. The website provides latest updates for the benefit of the Indian community in Qatar; in addition, the website has vast information about various consular services rendered by the Embassy. The site also provides information related to RTIs, Press Releases, Announcements, etc. Embassy therefore intends to avail services from firms/ agencies having experience of developing and maintaining websites.

1.2. This RFP is being issued with **no financial commitment** and the Embassy reserves the right to **change or vary any part thereof of the RFP at any stage**. Embassy also reserves the right to **withdraw the RFP, should it become necessary at any stage**.

1.3. Embassy’s decision on the pre-qualification of the agencies and selection of the website manager shall be firm and final. No further queries will be entertained in this regard.

1.4. The **objectives** of the RFP are:

- (a) Redesign and development of existing website of Embassy as dynamic and responsive website
- (b) Hosting the website
- (c) HTTPS/ SSL for the hosting of the website
- (d) Security auditing
- (e) Providing Virtual Private Cloud Infrastructure for the Mission’s website
- (f) Indian citizen registration and communication facilities
- (g) 24 X 7 website content updates on demand
- (h) Search engine optimizing
- (j) Multilingual updates (Subject to Embassy needs)
- (k) Social Media updates

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's services. Broadly the scope of work includes:

- (a) Redesign of website as per MEA and NIC website guidelines as responsive website
- (b) Website to be hosted by the vendor with hack proof server
- (c) Redesign 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.
- (d) Providing 24 X 7 unlimited update of the content with Embassy officials for all the tasks related to the website design and maintenance and updates respectively.
- (e) Agency would be required to provide Warranty, Maintenance, and Technical Support from the date of issue of completion certificate, and Annual maintenance of website/ application with onsite technical support as required.
- (f) Ensure that the website is security audited by a CERT-IN empanelled agency or STQC or MEA referring security auditing companies.
- (j) Social Media updates such as Facebook/ Twitter, YouTube and other Embassy required Social Media updates
- (k) To ensure that website comply with the "Guidelines for Indian Government Websites (GIGW)" <http://guidelines.gov.in/>
- (l) To migrate Missions website on Virtual Private Cloud infrastructure for dedicated hosting.

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 the Embassy.

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) Multilingual updates (English, Hindi and Arabic)
- (c) Design should comply on all parameters with guidelines issued by Government of India for websites.
- (d) Comply with website security guidelines issued by NIC, GOI.
- (e) The website should have features like an event calendar which would be updated from time to time.
- (f) The page download response should be quick and fast.
- (g) 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.

2.1.2 Website Maintenance

- (a) Upgrade/update content and structure of current Embassy's website.
- (b) Update Content on the website on a regular basis, as provided by the Embassy.
- (c) Develop banners/images/info graphics/flyers or any other graphics as may be needed from time to time.
- (d) Manage and maintain Embassy's domains, including hosting facility with secure server.
- (e) Regular 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.

2.1.3 Content Management System

- (a) Layout/homepage to be redesigned according to Embassy strategy periodically.

2.1.4 Database Management

- (a) Maintain registered Indian Citizen Database.
- (b) Database- requires periodic bug fixing, troubleshooting and the periodic update of searchable data.
- (c) Maintain Site Search Engine by ensuring any content updates and new pages are searchable.
- (d) Advanced search option to be incorporated.
- (e) Automated reconciliation and generate necessary reports etc.
- (f) Maintain a queryable database of Trade Enquiries received from India and from Qatar.

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

Getting the Security Audit by CERT-IN empanelled agency or STQC or MEA referred companies and obtaining all necessary certificates will be the responsibility of the *service provider* including the cost involved.

2.1.6 Design and development of the Electronic form application in Secure & Usable format

Websites may include development of a complete online form for electronic Feedback, tracking visa, Passport and other information, MIS reporting for Embassy and monitoring and managing the various applications involved.

2.1.7 Indicative Deliverables

- (a) Provide a report on site traffic statistics and search engine analysis reports on a monthly basis.
- (b) 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.
- (c) Show number of visitors to the website.
- (d) Editing and proof reading of the website content.
- (e) Development of new content for the website as per the advice from the Embassy.
- (f) Regular updates on the website.
- (g) Prompt and Proper Maintenance of website.
- (h) Registered and online information database.
- (i) Source code will be handed over to Embassy, whenever requested.

3 PRE-QUALIFICATION CRITERIA

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 the Embassy, with meetings whenever required. A confirmation letter from the Agency for being able to provide the qualified team should be attached. Details of the team dedicated to the Embassy should

be provided. The minimum eligibility criteria provided below for ready reference -

No.	Description	Document/Proof
(a)	The agency should give details like name, profile etc. The Agency Shall be based in Qatar or shall have a branch/ office in Qatar for coordination with the Embassy	Copy of Registration details are to be submitted in the format given in Tech Bid: Details of the Bidder Organization
(b)	The agency should produce Articles of Association (in case of registered firms), By laws And Certificates for registration issued by the Registrar of Companies.	Certificate of incorporation issued by the Registrar of companies along with Memorandum of Articles of Association.
(c)	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.	Details are to be submitted in the format given in Tech Bid: Declaration that the bidder has not been blacklisted
(d)	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.	Certificate from any of the Government body as a proof.
(e)	The Agencies shall furnish, Earnest Money Deposit (EMD) in the form of Bank Guarantee from any of the public sector banks or a private sector bank authorized to conduct government business as per format. EMD is to remain valid for a period of forty-five days beyond the date of opening of the tender.	Details are to be submitted with the covering letter.

3.2 **Competencies:**

- (a) Past experience in creating and maintaining very professionally and exceptionally creative websites.
- (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 respond quickly to the maintenance requirement in the post commissioning phase.
- (e) Awareness on the latest smart technologies for website development.
- (f) Ability to regularly maintain, update the developed website.

4. **Eligibility Criteria**

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

- (a) Technical Proposal and
- (b) Financial Proposal

The original proposal (Technical Proposal and Financial Proposal) shall be prepared in indelible ink. It 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:

No.	Description	Document / Proof
1	Details of agency mentioning the name address Email and mobile phone number of the bidder/authorized representative.	Details are to be submitted in the the format given in Tech Bid: Details of the Bidder Organization
2	The agency preferably should have an office/ branch in Qatar	Proof of the same along with license/ local Govt approvals/ etc
3	The agency should produce Articles of Association in case of registered firms) , By laws and certificates for registration issued by the Registrar of Companies.	Certificate of incorporation issued by the Registrar of companies along with Memorandum of Understanding
4	Proof of agency's turnover during the last three financial years	A certificate to this effect from Chartered Accountant in original must be submitted.
5	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.	Declaration that the bidder has not been blacklisted.
6	Earnest Money Deposit (EMD) for amount of QAR 10,000.00 (QAR Ten Thousand only) or equivalent in US\$ along with Technical bid.	The EMD may be submitted in the form of Bank Guarantee from any of the Public sector banks or a private sector bank authorized to conduct government business as per format. EMD is to remain valid for a period of forty-five days beyond the date of opening of the tender. EMD is to be made in favour of " Embassy of India, Doha, Qatar ".

- (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) Detail of the team proposed to be deployed to work with missions, with qualifications and experience of the team members must be provided.
- (v) 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.

Note: **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. Letter of Financial Proposal should include:

No	Description of Work	Annual Cost (in QAR)
(a)	Redesign and development of existing website of Embassy as dynamic and responsive website	
(b)	Regular Technical & Content Maintenance of Website	
(c)	Hosting Charges of Website	
(d)	Providing Virtual Private Cloud Infrastructure for the Mission's website	
(e)	Getting the Security Audit by CERT-IN empanelled agency or STQC or MEA referred companies and obtaining all necessary certificates	
(f)	Any other charges with detailed break-up	
(g)	Assistance in social media and other digital works	
(h)	Taxes (if any)	
Grand Total Cost		

It is to be noted that:

- a) 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 the Embassy.
- b) The Financial Bid shall not include any conditions attached to it and any such conditional financial proposal shall be rejected summarily.
- c) All prices should be quoted in Qatari Riyals (QAR) and indicated both in figures and words. Figures in words will prevail. The bidders may also quote in US \$ duly indicating the rate of exchange vis-a-vis Qatari Riyals/ Indian Rupees. For the purpose of comparison of bids, Embassy of India would factor the official rate of exchange both for US\$ and Qatari Riyals, as applicable.
- d) 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

5.1. Tenders must be submitted in two parts, i.e. (i) Technical Bid and (ii) Financial Bid to Embassy of India, Doha, Villa No 86 & 90, Street No. 941, Al Eithra Street, Zone 63, Onaiza PO Box Number 2788, Doha, Qatar, so as to reach the Embassy latest by **25 September, 2017 upto 1200 hrs.**

5.2 Embassy 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.

5.3 Embassy 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.

5.4 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 Embassy, latest by the last date of bid submission or as specified in the tender documents.

5.5 The EMD is to be issued in favour of 'Embassy of India, Doha, Qatar' in the form of a bank guarantee.

5.6 Financial bids of only those bidders who qualify the technical evaluation would be opened.

5.7 Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable.

5.8 The Proposal should be submitted on or before **1200 hrs** of **25 September, 2017**.

5.9 The bid should contain the following documents in two separate packets.

Note: Both the packets - should be submitted together in a separate envelope, super- scribed with

"Technical & Financial Bids for Redevelopment and Maintenance of Website for Embassy of India, Doha".

5.10 No Proposal will be accepted after the deadline for submission.

5.11 The validity of the bids must be for **Six months** with effect from the date of opening of the bids.

6. **Pre- bid meeting**

6.1 In no event will the Embassy be responsible for ensuring that Agency inquiries have been received by it. Mission will endeavor 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 **06 September, 2017**. Any query received beyond the specified timeline would not be entertained.

7. **Opening of bid**

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

Embassy 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.

(a) 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. Bidders who qualify in the Technical bid evaluation stage will be informed by email.

(b) Total transparency will be observed while opening of proposals. Embassy 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.

(c) Bidders can be present at the time of opening of Technical Bids. Advance intimation has to be given by email at hoc.doha@mea.gov.in, with a copy to da@qatar.net.qa.

8. **Selection Process**

8.1 The Technical Proposals will, in the first instance, be examined in the Embassy to ascertain fulfillment of eligibility criteria and submission of required documents and also from the point of view of past performance record, number of good references, experience with other Indian Missions, quality of proposal, etc.

8.2 **Earnest Money Deposit:** Bidders are required to submit Earnest Money Deposit (EMD) for amount of **QAR 10,000.00** (QAR Ten Thousand only) or equivalent in US\$, along with Technical Bid. EMD should be issued in favour of 'Embassy of India, Doha'. The EMD may be submitted in the form of Bank Guarantee from any of the public sector banks or a private sector bank authorized to conduct government business as per format. EMD is to remain valid for a period of forty-five days beyond the date of opening of the tender. No interest will be payable to the Bidder on the amount of the EMD. Bids without Earnest Money would be rejected and no further correspondence shall be entertained in this regard. Unsuccessful Bidder's EMD will be discharged/ returned as promptly as possible.

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

8.4 The contract will be awarded to the bidder on the basis of least financial outgo.

8.5 Successful Bidder will be informed of the decision and he/she will be required to sign an agreement with the Embassy.

9. **Payment Conditions**

(a) Payment will be made in Qatari Riyals (QAR) by the Embassy, by means of a cheque as per the agreed contract terms.

9.1 **General Terms and Conditions**

(a) Mere submission of RFP shall not confer any right whatsoever on the submitting entity.

(b) The RFP shall remain valid for a period of 6 months from the date of publication of RFP.

(c) It shall be obligatory on part of the submitting entity to furnish any further information as may be sought by the Embassy.

(d) Every page of RFP must be self-attested by the bidder.

(e) 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 the Embassy to proceed with any RFP or any entity and the Embassy reserves the rights to annul or terminate the process or reject any RFP at anytime or stage without assigning any reason.

(f) Incomplete proposals are liable to be rejected.

(g) This RFP is not an agreement and is neither an offer nor invitation by Embassy 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").

(h) Embassy 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.

(i) Further, all information/ data/ reports/ pitches/ data or other material submitted to Embassy under this Tender/ RFP by the Applicant shall become the property of Embassy. The Bidder hereby agrees that they shall not have any right claim, authority whatsoever over the submitted information/ reports/ pitches/ data or other material to Embassy. The Bidder further agrees and undertakes that Embassy may use the aforesaid information/ data/ reports/ pitches/ data or other material at its sole discretion and the Bidder shall not have any objection whatsoever in Embassy using the same.

(j) The firm shall be a legal entity as per GOI rules/ regulations and laws of the land.

(k) The firm should not have been blacklisted by any Government organization

(l) Embassy shall not be liable for any cost incurred by the respondents in preparing responses to this RFP or negotiations associated with award of a contract.

(m) **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 Embassy 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, both parties may, at its option, terminate the contract.

(n) **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 Foreign Secretary 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 entitled to extend the time of arbitration proceedings with the consent of the parties.

10 **Termination of Contract**

10.1. Embassy reserves the right to terminate the contract at any time by giving 3 months advance notice. However, Embassy shall also have the right to terminate the Contract by giving a lesser period of Notice under special circumstances, such as security considerations, violation of privacy laws etc., and encashing the bank Guarantee for premature termination of Contract. The Service Provider may terminate the contract by giving three months advance notice with justification for termination of services. Embassy reserves the right to impose a financial penalty of Qatari Riyal equivalent to the service charges of one year, in case the latter terminates the contract without providing three months termination notice.

10.2. **SIGN AND SEAL**: The Bidder must sign and affix his seal on every page of the Tender Document and the complete Signed Tender Document must be submitted along with the technical bid. I/We accept the above terms and conditions of tender.

Embassy of India,
Doha, Qatar

AUTHORIZATION LETTER**To**

Embassy of India
Doha, Qatar

Subject: Proposal for Redevelopment and Maintenance of the Embassy of India, Doha 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 include all taxes, levies etc. as indicated in the financial bid format.
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 complete Technical Bid as required by Embassy. This includes:

- (a) Authorization Letter (Annexure I)
- (b) Vendor Information (Annexure II)
- (c) Vendor's -Detailed Experience (Annexure III-A)
- (d) Past Experience Summary - (Annexure III-B)
- (e) Technical bid (Annexure IV)
- (f) Financial bid(Annexure V)
- (g) EMD (Annexure VI)
- (h) Sample Website & technical document to be submitted at the time of tender

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'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

Full Address:

Detail of enclosures:

Telephone No:

Annexure IIVENDOR PARTICULARS

<u>Ser</u>	<u>Item</u>	<u>Details</u>	
1	Company Name		
2	Year Established (Copy of Incorporation)	Reg. Certificate attach	
3	Corporate & Address Head Office:	Address Telephone: Fax No. : website Email Address: Mobile No.	
4	Qatar Office: Contact Address Email Address:	Address Telephone: Fax No:	
5	Contact Person	Name Designation Mobile: Email Address:	
6	Financial Turnover Information	Financial Year	Amount in Crore Rs
		(Copy of Turnover Certificate for the three financial years duly certified by Chartered Accountant)	

Annexure III AVENDOR'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)/ US\$/ QAR	

**** 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

Annexure III BExperience 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.						

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) Detail of award winning web designing and building assignment (s) handled, if any.	.pdf
(iii)	Certificate of incorporation as a Registered Company along with Memorandum of Articles of Association	.pdf
(iv)	Proof of agency's turnover during the last three years (A certificate to this effect from Chartered Accountant in original must be submitted.)	.pdf
(v)	Detail of the team proposed to be deployed to work with the Embassy, with qualifications and experience of the team members must be provided	.pdf
(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). The above undertaking submitted by the agencies would be binding on the Agency.	.pdf
(vii)	Earnest Money Deposit (EMD) for amount of QAR 10,000.00 (QAR Ten Thousand only) along with Technical Bid. The EMD may be submitted in the form of Bank Guarantee from any of the public sector banks or a private sector bank authorized to conduct government business as per format. EMD is to remain valid for a period of forty-five days beyond the date of opening of the tender.	.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.

It is to be noted that

- a) The cost quoted for the items indicated 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 missions.
- b) The Financial Bid shall not include any conditions attached to it and any such conditional financial proposal shall be rejected summarily.
- c) All prices should be quoted in Qatari Riyals (QAR) and indicated both in figures and words. Figures in words will prevail. The bidders may also quote in US\$ duly indicating the rate of exchange vis-a-vis Qatari Riyals/ Indian Rupees. For the purpose of comparison of bids, Embassy of India would factor the official rate of exchange both for US\$ and Qatari Riyals, as applicable.
- d) 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.

Date
Place

Signature of Authorised Signatory ...
Name of the Authorised Signatory ...

Designation ...
Name of the Organisation ...

(Seal)

Annexure - VI

EMD / PERFORMANCE SECURITY FORM
(Sample Format - TO BE EXECUTED ON A NON-JUDICIAL STAMPED PAPER)

To: **Embassy of India, Doha, Qatar**

WHEREAS (Name of Bidder)
(hereinafter called the 'the Bidder') has undertaken, in pursuance of Request for Proposal (RFP) No. ***** dated....., 2016 for the "for Redevelopment and Maintenance of the Website for Embassy of India, Doha. (hereinafter called the 'the RFP').

Our obligation to make payment under this Guarantee shall be a primary, independent and absolute obligation and we shall not be entitled to delay or withhold payment for any reason. Our obligations hereunder shall not be affected by any act, omission, matter or thing which but for this provision might operate to release or otherwise exonerate us from our obligations hereunder in whole or in part, including and whether or not known to us or Embassy of India, Doha:

- (i) any time or waiver granted to the Bidder;
- (ii) the taking, variation, compromise, renewal or release of or refusal or neglect to perfect or enforce any rights, remedies or securities against the vendor;
- (iii) any Variation of or amendment to the RFP or any other document or security so that references to the Contract in this Guarantee shall include each such Variation and amendment;
- (iv) any unenforceability, invalidity or frustration of any obligation of the Bidder or any other person under the RFP or any other document or security waiver by Embassy of any of the terms provisions conditions obligations UNDER RFP or any failure to make demand upon or take action against the Bidder;

(v) any other fact, circumstance, provision of statute or rule of law which might, were our liability to be secondary rather than primary, entitle us to be released in whole or in part from our undertaking; and;

(vi) any change in constitution of the Bidder;

(vii) any petition for the winding up of the Bidder has been admitted and a liquidator or provisional liquidator has been appointed or an order of bankruptcy or an order for the winding up or dissolution of the Bidder has been made by a Court of competent jurisdiction;

This guarantee is valid until the day of **<validity date>** and a claim in writing is required to be presented to us within one months from **<validity date>** i.e. on or before **<claim period>** failing which all MEA rights will be forfeited and we shall be relieved of and discharged from all our liabilities mentioned hereinabove.

Signature and Seal of Guarantors (Bidder's Bank)

.....
Date.....
Address
.....

VIRTUAL PRIVATE CLOUD INFRASTRUCTURE

1. **Objective.** To migrate Mission's website/ main portal and other sub-domain portals/websites on Virtual Private Cloud infrastructure for dedicated hosting.

2. **Scope of Work.**

(a) The portal/website maintenance agency will host the Mission/Post main portal and sub-domain websites on Virtual Private Cloud Infrastructure.

(b) 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/ Posts pay for or procure additional system/software licenses.**

(c) 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.

(d) The portal/website maintenance agency shall provision for Cloud services which possess Anti DDoS feature.

(e) The portal/website maintenance agency will carry out migration process to transfer all content from previous hosting Servers to new Cloud Servers within 7x24 hours at data center in India.

(f) The portal/website maintenance agency will provide Non-Disclosure Agreement (NDA).

(g) The portal/website maintenance agency provisioning for the Cloud services shall comply with the following key requirements:

<u>Category</u>	<u>Requirement</u>	<u>Description</u>
Regulatory	Data center locations should be in India	Cloud provider should offer cloud services from within India.
Networking	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	Auto-assigned public IP addresses	Cloud service should be able to automatically assign a public IP to the instances.
Networking	IP Protocol support	Cloud service should be able to support multiple IP protocols, including TCP, UDP, and ICMP protocols.
Networking	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	Multiple VPN Connections per Virtual Network	Cloud service should support creating multiple VPN connections per virtual network
Storage Block Storage	- Storage volumes > 1 TB	Cloud provider should offer block storage volumes greater than 1 TB in size.
Storage Block Storage	- Annual Failure Rates <1%	Cloud service should be durable and support annual failure rates of less than 1%
Relational Database	Managed relational database service	Cloud provider should offer a service that makes it easy to set up, operate, and scale a relational database in the cloud.
Relational Database	Support for MySQL	Cloud service should support the last two major releases of MySQL (versions 5.6, 5.5) as a database engine.
Relational Database	Support for Oracle	Cloud service should support the last two major releases of Oracle (11g and 12c) as a database engine.
Relational Database	Support for Microsoft SQL Server	Cloud service should support all the editions (Express, Web, Standard, Enterprise) of SQL Server 2012 as a database engine.
Relational Database	Bring your own SQL, Oracle licenses	Cloud service should support customers who prefer to use their existing Oracle and SQL Server database licenses in the cloud.
Security and administration	Control access to your cloud resources at a granular level	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.
Security and administration	Utilize multi-factor	Cloud service should support multi-factor authentication. MFA requires users to prove physical possession of a hardware or virtual

on		MFA device by providing a valid MFA code.
Security and administration	authentication when accessing cloud resources	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.
Security and administration	User and Group management	Cloud service should support features such as user and group management.
Deployment & Management	Support for SSL connections	Cloud service should support SSL connections.
Support	Audit Trail	Provide Audit Trail of the account activity to enable security analysis, resource change tracking, and compliance auditing